



VOICE CONNECT

INTEGRATED COMMUNICATION SPECIALISTS

Trust 24x7 2.02.0004

(System Manager Version 4.01.0173)

User Guide

Issue 1.01 – 14 January 2011



ISV/Software Solutions



INVESTORS
IN PEOPLE



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Changes from Version 2.02.0004 – Issue 1.00

Section 2.1.1 (Page 9) Amended the explanation of the **Archive lone worker messages** parameter.

1 Introduction

1.1 What Trust 24x7 does

Trust 24x7 enables your organisation to implement a system that can alert you when an employee who works alone may be in difficulty or danger. It raises an alarm in the following two circumstances.

- (1) Trust 24x7 automatically raises an alarm if an employee does not confirm safe completion of an assignment.
- (2) Trust 24x7 enables an employee to raise an alarm if he/she becomes at risk or in danger, and/or requires assistance.

1.2 Overview of how to use Trust 24x7

- (1) A lone worker telephones Trust 24x7, and when prompted enters his/her (four-digit) ID number and a PIN.
- (2) The lone worker then starts a Trust 24x7 job, records a voice message that contains full details of the task such as location, travel route, duration etc. and specifies a time or duration by which he/she expects to finish the task.
- (3) If the lone worker takes longer than anticipated to complete the task, he/she can (repeatedly) call Trust 24x7 to extend the time of completion.
- (4) After the lone worker completes the task, he/she telephones Trust 24x7 again, to cancel the Trust 24x7 job.

NOTE If the lone worker does not cancel the job, Trust 24x7 calls the lone worker, shortly before the job expires, to prompt the lone worker to either cancel the job or extend the time of completion.

- (5) If the lone worker fails to cancel the Trust 24x7 job, or deliberately raises an alarm, Trust 24x7 sends the recorded voice message to a first alert group.

- (6) One member of this group must acknowledge and respond to the message.

This can be a phone group, or a PC group if you have the optional Desktop Alert module.

- (7) If nobody responds, Trust 24x7 can then send the recorded voice message to a second alert group.

- (8) One member of this group must acknowledge and respond to the message.

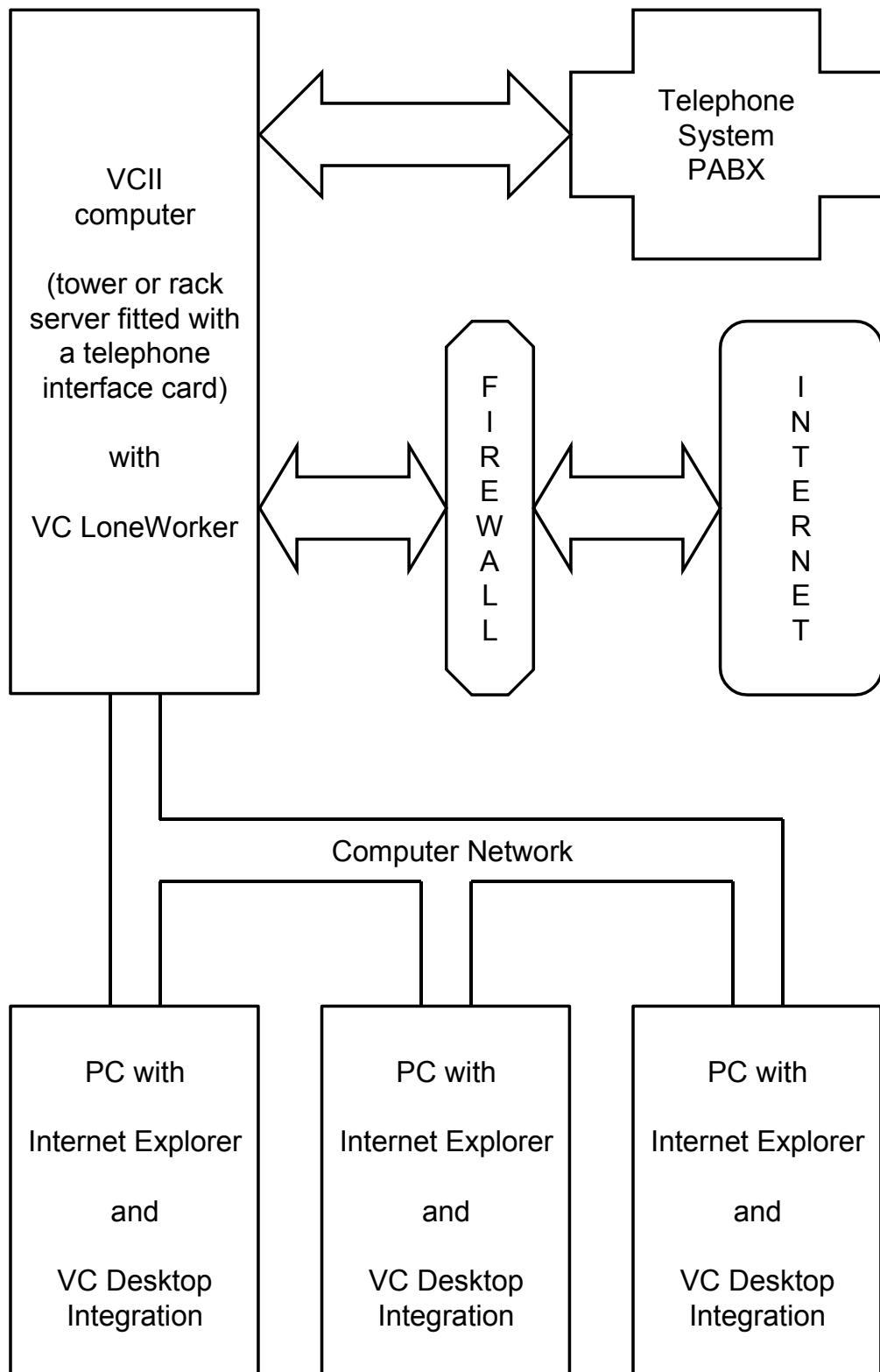
- (9) If nobody responds, Trust 24x7 can attempt to re-contact the first alert group.

1.3 Trust 24x7, LoneWorker, Lone Worker, Lone worker or lone worker

Trust 24x7 was formerly known as VC LoneWorker. The legends and options of the application vary between LoneWorker, Loneworker, Lone Worker, Lone worker and lone worker. For consistency in this document **lone worker** (all lower case) refers to a person that works alone, and, **Lone Worker** (initial capitals) refers to legends and options of Trust 24x7, irrespective of whether the words are actually capitalised and/or elided.

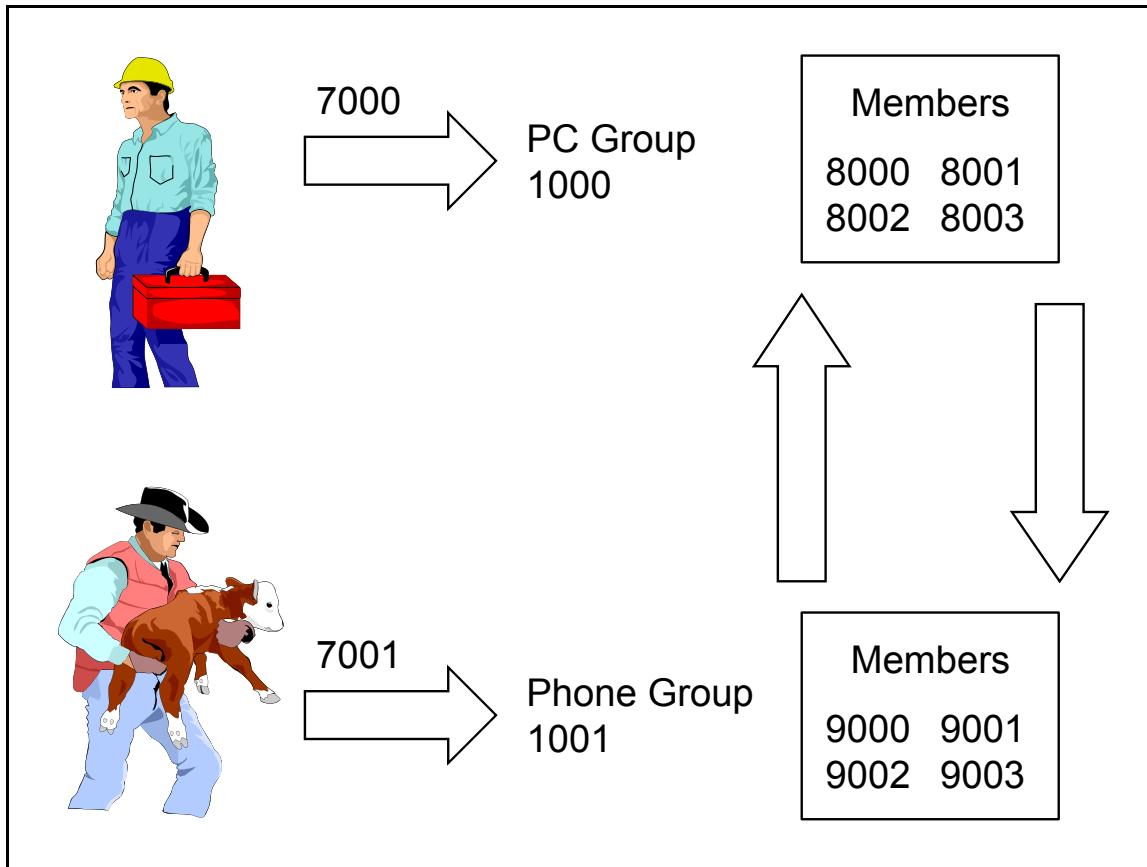
1.4 Block Diagram

The following diagram shows the main components of a typical Trust 24x7 system.



1.5 Overview of how to set up Trust 24x7

The following illustration shows a typical configuration of mailboxes for Trust 24x7.



Trust 24x7 requires the following four categories of mailboxes. The numbers shown on the left are the initial numbers of the four categories of mailboxes shown in the illustration above.

- 7000 Lone worker mailboxes
- 1000 Group mailboxes
- 8000 Desktop (PC) Alert group member mailboxes
- 9000 Phone Alert group member mailboxes

The illustration above shows Trust 24x7 configured as follows.

The ID of the technician is 7000 and Trust 24x7 sends an alert to the desktop (PC) group 1000. If nobody in this group responds to the alert, Trust 24x7 sends the alert to the phone group 1001. If, nobody in that group responds to the alert, Trust 24x7 sends the alert back to the desktop (PC) group 1000.

The ID of the vet is 7001 and Trust 24x7 sends an alert to the phone group 1001. If nobody in this group responds to the alert, Trust 24x7 sends the alert to the desktop (PC) alert group 1000. If, nobody in that group responds to the alert, Trust 24x7 sends the alert back to the phone group 1001.

Each lone worker has a mailbox, which provides the lone worker access to Trust 24x7. The lone worker also has a designated alert group, to which Trust 24x7 sends an alert if the lone worker does not confirm successful completion of a task, or deliberately raises the alarm.

Before a lone worker starts a task he/she telephones Trust 24x7 and enters his/her ID number (that is the mailbox number) and a PIN. The lone worker initiates a Trust 24x7 job, specifies a time, by which he/she expects to complete the task and records a message (that is stored in the lone worker's mailbox).

The lone worker then does the task. If he/she does not confirm completion of the task by the preset time, or the lone worker raises the alarm, VC Lone worker distributes the recorded message to the lone worker's designated alert group, which distributes it to each member mailbox. If nobody responds to the alert, Trust 24x7 escalates the alert and sends it to the lone worker's designated escalation group, which in turn distributes it to each member mailbox. If, still, nobody responds to the alert, Trust 24x7 sends it back to the lone worker's alert group.

NOTE Each of these groups can be a phone alert group or a PC desktop alert group. The alert is passed from one group to another group according to the **Panic To** parameter. See Section 2.2.4.1 (Page 18) and Section 2.2.4.2 (Page 22).

1.6 What you must know before you read this manual

This manual assumes that you know the following:

- (1) You know how to use the implementation of Windows®, under which the System Manager runs;
- (2) You know how to use a typical Windows® application, such as one or more Microsoft® Office® applications.
- (3) The System Manager (software) edits all the system parameters that the VCII Server uses. In many cases it effectively edits lists of information.

You must understand how to use search, navigation and edit facilities to edit lists of information. The **System Manager – User Reference Guide** illustrates these facilities and buttons.

- (4) You must know how to use the System Manager.

1.7 System Manager – User Reference Guide

This document provides the specific details of how you use the System Manager (software) to set up and administer Trust 24x7. However, you may need to refer to the **System Manager – User Reference Guide**, for further information.

2 System Manager 4.01.0173 and VCII Server 4

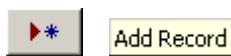
2.1 Lone Worker Class Of Service

If your system does not have a Lone Worker Class Of Service, you must create it. You must then restart the VCII Server, as Section 2.1.2 (Page 12) describes. You then create the Lone Worker Groups and Mailboxes.

2.1.1 How to set up the Lone Worker Class Of Service

Do the following procedure.

- (1) Start the System Manager.
- (2) Select the **Class of Service** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



- (4) On the **General** tab, set the values below, as shown in the following illustration.

 A screenshot of a software application window titled "General". The window has a toolbar with tabs: General, Dial Forward, Queuing, Call Backs, Autoattendant, Messaging Options, Misc 1, Misc 2, Personal Greetings, and Clearing. The "General" tab is selected and highlighted in blue. Below the toolbar, there are three input fields: "Reference" with the value "34", "Class Of Service Name" with the value "Lone Worker", and "Operation" with the value "Lone worker" selected from a dropdown menu.

Option	Value
Reference	Set this to the next available number
Class Of Service Name	Set this to Lone Worker .
Operation	Select Lone Worker from the pull down menu.

(5) On the **Autoattendant** tab, set the values below, as shown in the following illustration.

Option	Value
Autoattendant	Select this check box, so that it contains a tick.
All other check boxes	Deselected, so that they are empty.
Rings To Answer	Set this to 0 (ZERO).
Transfer Type	Do not set this, leave it blank.
Blind Transfer Mode	Do not set this, leave it blank (or set to Standard).

(6) On the **Misc1** tab, set the Lone Worker options you require.

Option	Value
Request site code for lone worker	If this check box is selected, so that it contains a tick, a mailbox with the Lone Worker Class Of Service plays a request after the mailbox greeting to request the Site Code of the lone worker.

Option	Value
Archive lone worker messages	<p>If this check box is selected, so that it contains a tick, all lone worker messages are archived. The default archive directory is as follows.</p> <p style="text-align: center;">C:\VCONNECT\ARCHIVE</p> <p>To change this to another directory, do the following two steps.</p> <p class="list-item-l1">(1) Specify the directory through the Installation Menu option Miscellaneous Data. For details refer to the System Manager User Reference Guide.</p> <p class="list-item-l1">(2) Change the following line in the LW.INI file.</p> <p style="text-align: center;">ArchivePath=C:\VCONNECT\ARCHIVE</p>
Don't alarm on bad login password	<p>If this check box is selected, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.</p>

(7) Close (Exit) the System Manager.

2.1.2 How to restart the VCII Server

Do the following procedure.

- (1) If the System Manager runs on a different computer to the VCII Server, go to the computer that runs the VCII Server software.

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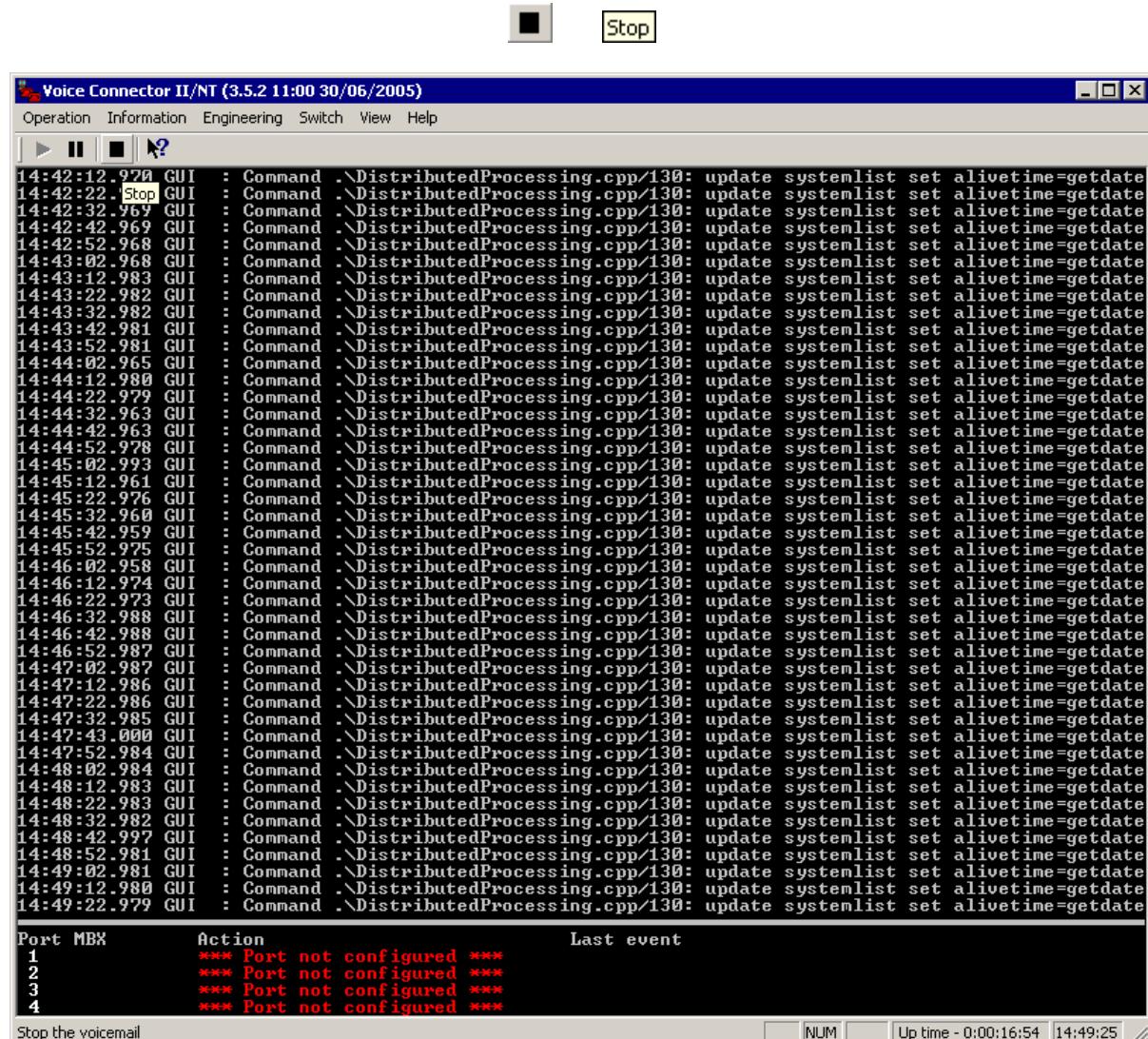
Voice Connector II/NT (3.5.2 11:00 30/06/2005)
Operation Information Engineering Switch View Help
[ ] [ ] [ ] [ ] [ ? ]
14:39:22.979 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:32.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:42.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:52.977 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:02.977 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:12.976 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:22.976 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:32.975 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:42.975 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:52.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:02.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:12.973 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:22.973 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:32.972 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:42.972 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:52.971 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:02.971 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:12.970 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:22.970 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:32.969 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:42.969 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:52.968 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:02.968 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:12.983 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:22.982 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:32.982 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:42.981 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:52.981 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:02.965 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:12.980 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:22.979 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:32.963 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:42.963 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:52.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:02.993 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:12.961 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:22.976 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:32.960 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:42.959 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:52.975 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:02.958 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:12.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:22.973 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:32.988 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate

Port MBX Action Last event
1 *** Port not configured ***
2 *** Port not configured ***
3 *** Port not configured ***
4 *** Port not configured ***

```

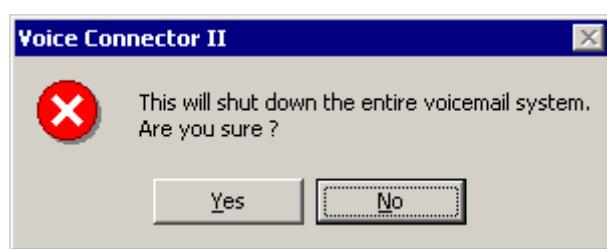
[] [NUM] [Up time - 0:00:14:02 14:46:33]

(2) Click the STOP button.



(3) The VCII Server displays the following window, to request confirmation.

Click the Yes button.



(4) The VCII Server software stops.

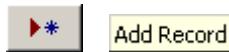
(5) Start the VCII Server software.

2.2 Lone Worker Mailboxes

2.2.1 How to set up a Mailbox that is a Member of the PC Desktop Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



Add Record

- (4) On the **General** tab, set the values below, as shown in the following illustration.

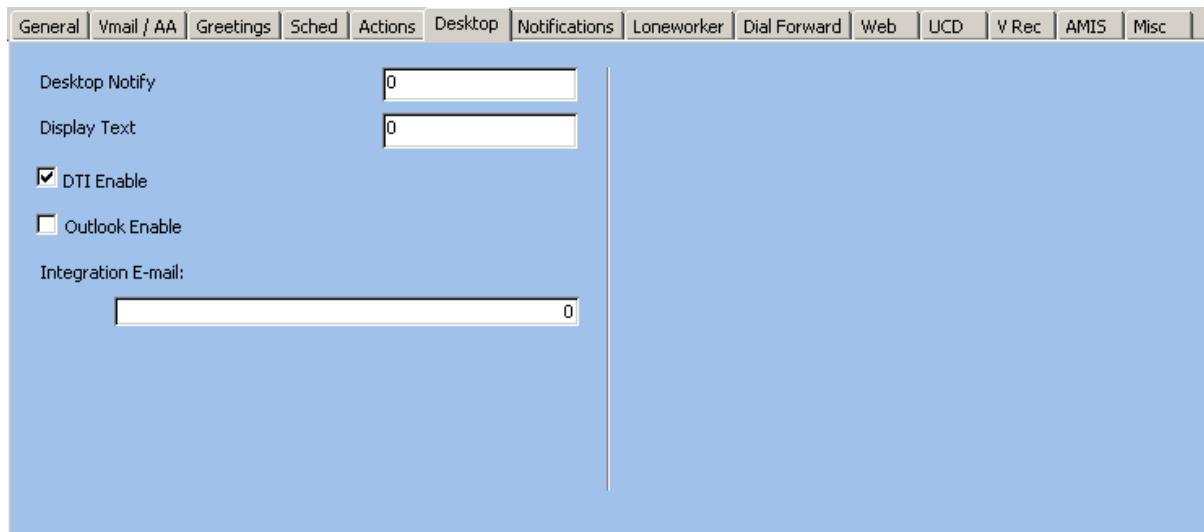
 A screenshot of a software interface titled 'General' in a tab bar. The 'General' tab is selected. The form contains the following fields:

Mailbox	FF 8000	Extension	FF
Forename(s)	FF PC Desktop Alert	Password	****
Surname	FF Member	Company	Voice Connect
Department	Admin	Deliver to	(none)
Class Of Service	3 - Mailbox Only - Reception		

 A reference number 'Reference: 1068' is visible in the bottom right corner of the form area.

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7).
Forename(s)	Set this to PC Desktop Alert or the person's forename(s).
Surname	Set this to Member or the person's surname.
Department	Select an appropriate department from the pull down menu or leave this set to the default value (none) .
Class Of Service	Select Mailbox Only from the pull down menu.
Extension	Leave this blank.
Password	Leave this as **** , which is the default value 8888 .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value (none) .

(5) Select the **Desktop** tab and set the values below, as shown in the following illustration.



Option	Value
Desktop Notify	Leave this blank or 0 (ZERO).
Display Text	Leave this blank or 0 (ZERO).
DTI Enable	Select this check box, so that it contains a tick.
Outlook Enable	Leave this check box unselected, so that it is empty.
Integration E-mail	Leave this blank or 0 (ZERO).

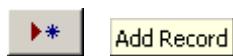
(6) Click the **Apply** button.



2.2.2 How to set up a Mailbox that is a Member of the Phone Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



(4) On the **General** tab, set the values below, as shown in the following illustration.

General Vmail / AA Greetings Sched Actions Desktop Notifications Loneworker Dial Forward Web UCD V Rec AMIS Misc

Mailbox **FF** 9000 Extension **FF** 4000
 Forename(s) **FF** Phone Alert Password ****
 Surname **FF** Member Company Voice Connect
 Department Admin Deliver to (none)
 Class Of Service 7 - Extension Only No Mailbox

Reference: 569

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7).
Forename(s)	Set this to Phone Alert or the person's forename(s).
Surname	Set this to Member or the person's surname.
Department	Select an appropriate department from the pull down menu or leave this set to the default value (none) .
Class Of Service	Select Extension Only – No Mailbox from the pull down menu.
Extension	Set this to the extension number of the phone.
Password	Leave this as ****, which is the default value 8888 .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value (none) .

(5) Click the **Apply** button.

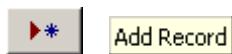


2.2.3 How to set up a Mailbox for an Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.

(3) Click the ADD RECORD button.



(4) On the **General** tab, set the values below, as shown in the following illustration.

 A screenshot of a software application window titled 'General'. The window contains several input fields and dropdown menus.
 - Top navigation bar: General, Vmail / AA, Greetings, Actions, Desktop, Notifications, Loneworker, Dial Forward, Web, UCD, V Rec, AMIS, Misc.
 - Form fields:
 - Mailbox: FF 1000
 - Forename(s): FF PC Desktop Alert
 - Surname: FF Group
 - Department: Admin (dropdown)
 - Extension: FF (dropdown)
 - Password: ****
 - Company: Voice Connect
 - Deliver to: (none) (dropdown)
 - Class Of Service: 3 - Mailbox Only (dropdown)
 - Bottom right: Reference:

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7). It is good practice to choose this to be outside the range of extension numbers.
Forename(s)	Set this to PC Desktop Alert or Phone Alert .
Surname	Set this to Group .
Department	Select an appropriate department from the pull down menu or leave this set to the default value (none) .
Class Of Service	Select Mailbox Only from the pull down menu.
Extension	Leave this blank.
Password	Leave this as **** , which is the default value 8888 .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value (none) .

(5) Click the **Apply** button.

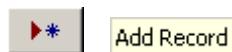


2.2.4 How to use the Group Editor to set up Alert Groups

2.2.4.1 How to set up an Alert Group for PC Desktop Alerts

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Groups** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button (if there are already one or more groups).



- (4) On the **General** tab, set the values below, as shown in the following illustration.

 A screenshot of the System Manager Groups General tab. The tab is selected and shows the following fields:

- Group Type: LW Desktop (selected from a dropdown menu)
- Group Number: 1000 (selected from a dropdown menu)
- Announce:
 - No
 - Yes
- Retries: 1 (text input field)
- Panic to: 1001 (dropdown menu)
- Options (checkboxes):
 - Confirm Request
 - Dynamic Group
 - Class Of Service: 0 (text input field)
 - Play Twice
 - Linear UCD

Option	Value
Group Type	Select LW Desktop from the pull down menu.
Group Number	Select the mailbox that you set up for the PC Desktop Alert Group [see Section 1.5 (Page 7)].
Announce	Leave this set to the default value No .

Group Number	
0	Operator
1000	PC Desktop Alert Grp
1001	Phone Alert Group
8000	PC Desktop Alert Me
8001	PC Desktop Alert Me
9000	Phone Alert Member
9001	Phone Alert Member

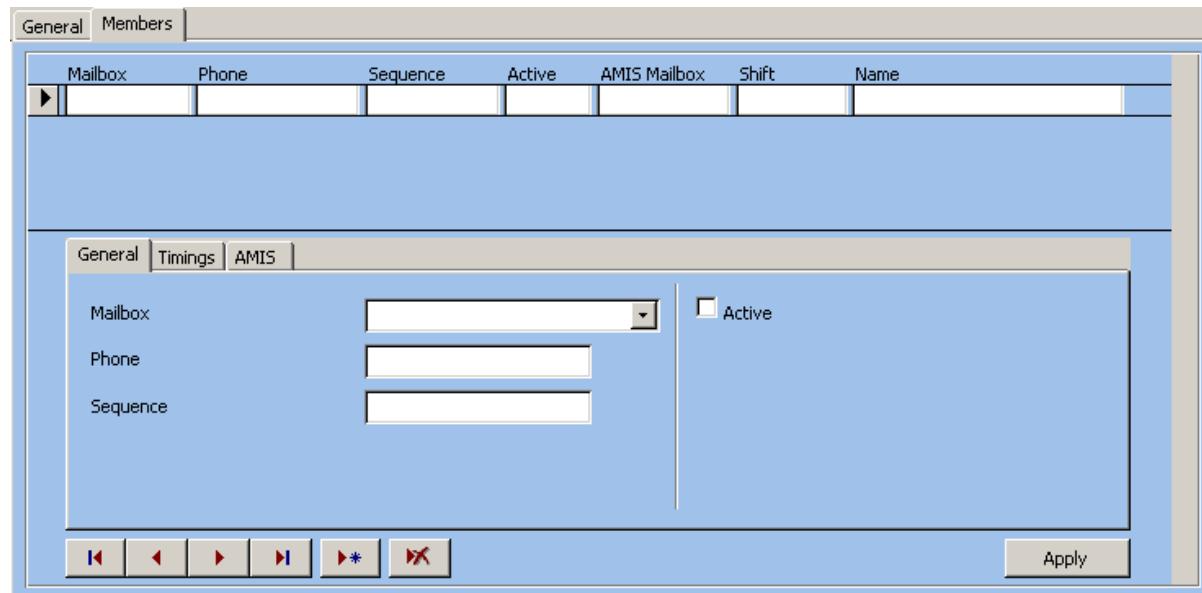
Group Number	
0	Operator
1000	PC Desktop Alert Grp
1001	Phone Alert Group
8000	PC Desktop Alert Me
8001	PC Desktop Alert Me
9000	Phone Alert Member
9001	Phone Alert Member

Option	Value
Retries	This is the number of times that Trust 24x7 attempts to issue the alert to a member of the Group Number group, before it escalates to the Panic to group, which follows. The default value is 1 .
Panic to	If you also set up a mailbox for another alert group, either a Phone Alert Group or another PC Desktop Alert Group [see Section 1.5 (Page 7)], you can select it.
Confirm Request	Leave this check box unselected, so that it is empty.
Dynamic Group	Leave this check box unselected, so that it is empty.
Play Twice	Leave this check box unselected, so that it is empty.
Linear UCD	Select this check box, so that it contains a tick, to call members of the alert group [see Section 5 (Page 44)] in order according to the Members tab, General subsidiary tab, Sequence parameter.

(5) Click the **Apply** button.



(6) Click on the **Members** tab.



(7) This tab view itself contains three subsidiary tab views **General**, **Timings** and **AMIS**. This step describes how to use just the **General** subsidiary tab to specify members.

NOTE Section 2.2.4.3 (Page 25) describes how to use the **Timings** subsidiary tab together with the **General** subsidiary tab to specify members with shift patterns.

You do not need to use the **AMIS** subsidiary tab.

Do the following procedure to add a member.

(a) Click the ADD RECORD button (if there are already one or more members).



(b) Specify the following.

The screenshot shows the 'Members' tab selected in the top navigation bar. Below it is a table with columns: Mailbox, Phone, Sequence, Active, AMIS Mailbox, Shift, and Name. Two rows are visible: one with Mailbox 8000 and Phone 0, and another with an asterisk (*) and empty fields. Below the table is the 'General' tab settings panel. It contains fields for Mailbox (set to 8000), Phone (set to 0), Sequence (set to 1), and Active (checked). At the bottom are navigation buttons (back, forward, first, last, etc.) and an 'Apply' button.

Option	Value
Mailbox	Select a PC Desktop Alert Member from the pull down menu.
Phone	Leave this blank or set to 0 (ZERO) .
Sequence	<p>This defines the order in which the message is distributed to the PC Desktops of the members of the group. Set this to 1, 2, 3 etc. to define the order. You can set more than one person to the same value to define a priority, so that Trust 24x7 attempts to issue an alert to any member with sequence set to 1, then to any member with sequence set to 2, then to any member with sequence set to 3, and so on.</p> <p>To utilise a sequence you must select the General tab, Linear UCD check box</p> <p>If there is no specific order, you leave this as 1 (ONE) for every member.</p>

Option	Value
Active	This check box MUST be selected, so that it contains a tick.

NOTE If someone is temporarily unavailable, due to holiday, illness etc., you edit these details and deselect the **Active** check box, so that it is empty.

(c) Click the **Apply** button, on the **Members** tab.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	PC Desktop Alert Member
*						

General **Timings** **AMIS**

Mailbox	8000	<input checked="" type="checkbox"/> Active
Phone	0	
Sequence	1	

Apply

(d) Repeat Steps (a) to (c) to add further members.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	PC Desktop Alert Member
8001	0	1	Yes	0	0	PC Desktop Alert Member
*						

General **Timings** **AMIS**

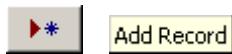
Mailbox	8001	<input checked="" type="checkbox"/> Active
Phone	0	
Sequence	1	

Apply

2.2.4.2 How to set up an Alert Group for Phone Alerts

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Groups** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button (if there are already one or more groups).



- (4) On the **General** tab, set the values below, as shown in the following illustration.

The screenshot shows the 'General' tab of the 'Groups' view. The 'Members' tab is also visible. The 'General' tab contains the following fields:

- Group Type:** LoneWorker (selected from a dropdown menu)
- Group Number:** 1001 (selected from a dropdown menu)
- Announce:** No (selected from a radio button group)
- Retries:** 1 (entered into a text field)
- Panic to:** 1000 (selected from a dropdown menu)
- Advanced Options:** A vertical list of checkboxes on the right side:
 - Confirm Request
 - Dynamic Group (selected)
 - Class Of Service (0 entered into a text field)
 - Play Twice
 - Linear UCD

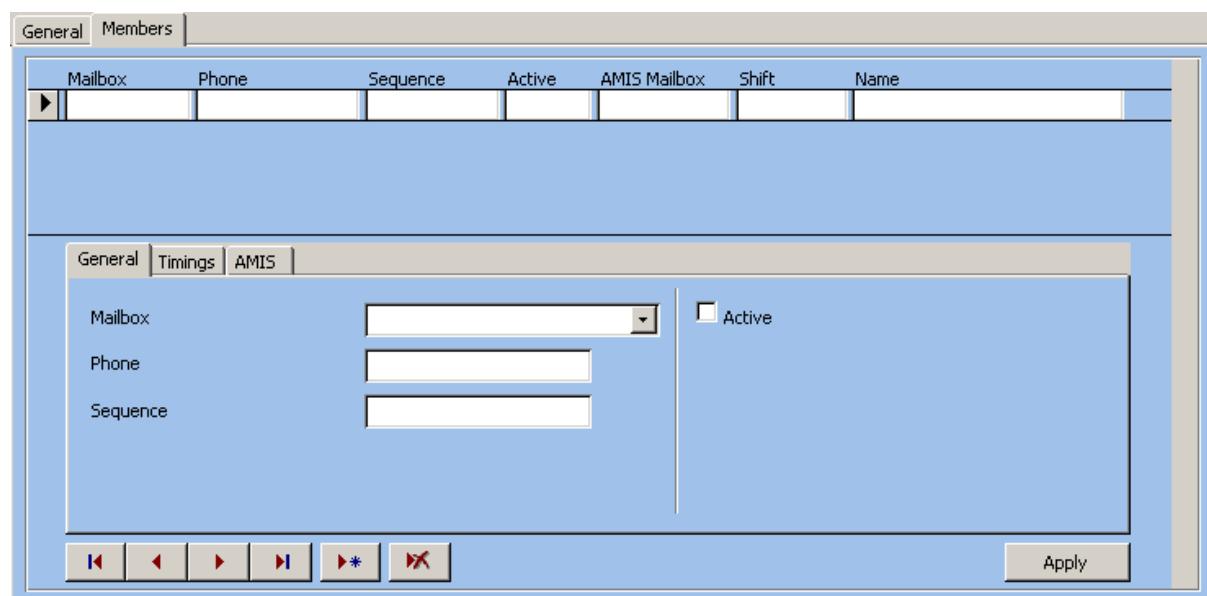
Option	Value																												
Group Type	Select Lone Worker from the pull down menu.																												
Group Number	Select the mailbox that you set up for the Phone Alert Group [see Section 1.5 (Page 7)].																												
	<p>The image shows a dropdown menu with the following options:</p> <table border="1"> <tr><td>0</td><td>Operator</td></tr> <tr><td>1000</td><td>PC Desktop Alert Gro</td></tr> <tr><td>1001</td><td>Phone Alert Group</td></tr> <tr><td>8000</td><td>PC Desktop Alert Me</td></tr> <tr><td>8001</td><td>PC Desktop Alert Me</td></tr> <tr><td>9000</td><td>Phone Alert Member</td></tr> <tr><td>9001</td><td>Phone Alert Member</td></tr> </table> <p>The image shows a second dropdown menu with the following options:</p> <table border="1"> <tr><td>0</td><td>Operator</td></tr> <tr><td>1000</td><td>PC Desktop Alert Gro</td></tr> <tr><td>1001</td><td>Phone Alert Group</td></tr> <tr><td>8000</td><td>PC Desktop Alert Me</td></tr> <tr><td>8001</td><td>PC Desktop Alert Me</td></tr> <tr><td>9000</td><td>Phone Alert Member</td></tr> <tr><td>9001</td><td>Phone Alert Member</td></tr> </table>	0	Operator	1000	PC Desktop Alert Gro	1001	Phone Alert Group	8000	PC Desktop Alert Me	8001	PC Desktop Alert Me	9000	Phone Alert Member	9001	Phone Alert Member	0	Operator	1000	PC Desktop Alert Gro	1001	Phone Alert Group	8000	PC Desktop Alert Me	8001	PC Desktop Alert Me	9000	Phone Alert Member	9001	Phone Alert Member
0	Operator																												
1000	PC Desktop Alert Gro																												
1001	Phone Alert Group																												
8000	PC Desktop Alert Me																												
8001	PC Desktop Alert Me																												
9000	Phone Alert Member																												
9001	Phone Alert Member																												
0	Operator																												
1000	PC Desktop Alert Gro																												
1001	Phone Alert Group																												
8000	PC Desktop Alert Me																												
8001	PC Desktop Alert Me																												
9000	Phone Alert Member																												
9001	Phone Alert Member																												
Announce	Leave this set to the default value No .																												
Retries	<p>This is the number of times that Trust 24x7 attempts to issue the alert to a member of the Group Number group, before it escalates to the Panic to group, which follows.</p> <p>The default value is 1.</p>																												

Option	Value
Panic to	If you also set up a mailbox for another alert group, either a PC Desktop Alert Group or another Phone Alert Group [see Section 1.5 (Page 7)], you can select it.
Confirm Request	Leave this check box unselected, so that it is empty.
Dynamic Group	Leave this check box unselected, so that it is empty.
Play Twice	Leave this check box unselected, so that it is empty.
Linear UCD	Select this check box, so that it contains a tick, to call members of the alert group [see Section 4 (Page 43) in order according to the Members tab, General subsidiary tab, Sequence parameter.

(5) Click the **Apply** button.



(6) Click on the **Members** tab.



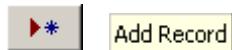
(7) This tab view itself contains three subsidiary tab views **General**, **Timings** and **AMIS**. This step describes how to use just the **General** subsidiary tab to specify members.

NOTE Section 2.2.4.3 (Page 25) describes how to use the **Timings** subsidiary tab together with the **General** subsidiary tab to specify members with shift patterns.

*You do not need to use the **AMIS** subsidiary tab.*

Do the following procedure to add a member.

(a) Click the ADD RECORD button (if there are already one or more members).



(b) Do either of the following to specify a Phone Alert member.

General		Members				
Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
9000	0	1	Yes	0	0	Phone Alert Member
9001	0	1	Yes	0	0	Phone Alert Member
*	0	1	Yes	0	0	

General		Timings	AMIS
Mailbox	(none)	<input checked="" type="checkbox"/> Active	
Phone	07777123456		
Sequence	1		

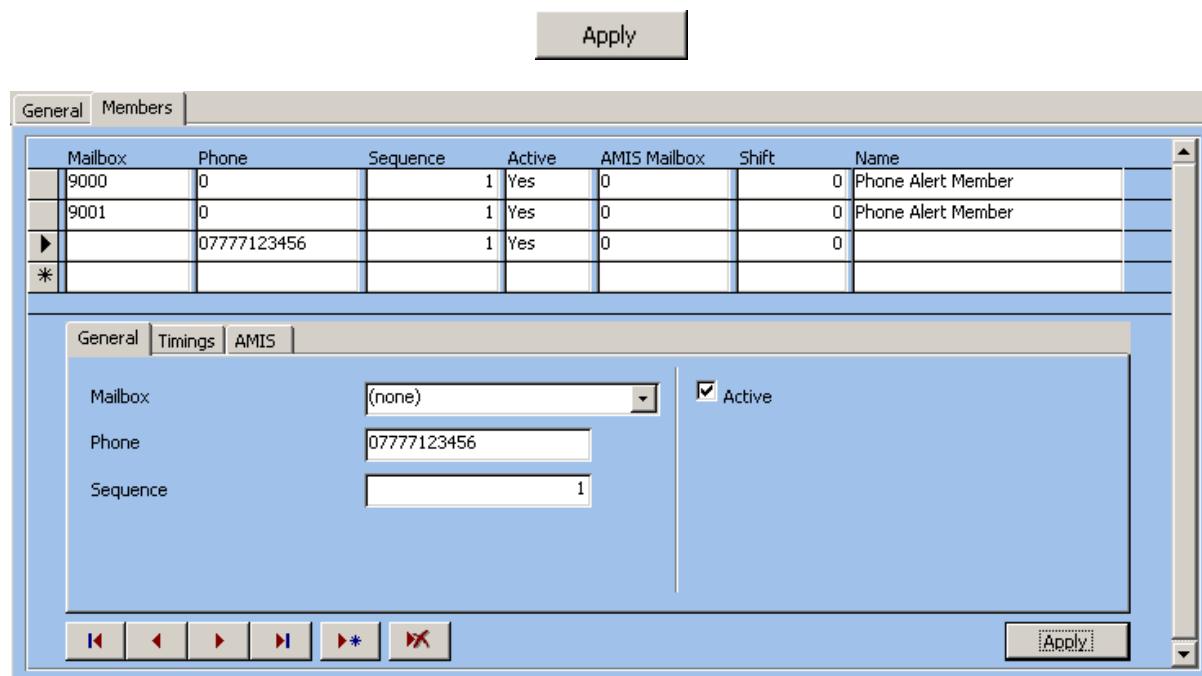
◀
◀
▶
▶
▶*
✖
Apply

Option	Value
Mailbox	<p>Do either of the following.</p> <p>(a) Select a Phone Alert Member from the pull down menu (as shown below) and leave Phone blank or set to 0 (ZERO).</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> (none) 0 1000 1001 8000 8001 9000 9001 </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> NONE Operator PC Desktop Alert Group Phone Alert Group PC Desktop Alert Member PC Desktop Alert Member Phone Alert Member Phone Alert Member </div> </div> <p>(b) Leave this blank or set to (none) and set Phone to an extension number or an external phone number.</p>
Phone	See Mailbox above.

Option	Value
Sequence	<p>This defines the order in which the message is distributed to the PC Desktops of the members of the group. Set this to 1, 2, 3 etc. to define the order. You can set more than one person to the same value to define a priority, so that Trust 24x7 attempts to issue an alert to any member with sequence set to 1, then to any member with sequence set to 2, then to any member with sequence set to 3, and so on.</p> <p>To utilise a sequence you must select the General tab, Linear UCD check box</p> <p>If there is no specific order, you leave this as 1 (ONE) for every member.</p>
Active	This check box MUST be selected, so that it contains a tick.

NOTE If someone is temporarily unavailable, due to holiday, illness etc., you edit these details and deselect the **Active** check box, so that it is empty.

(d) Click the **Apply** button, on the **Members** tab.



(e) Repeat Steps (a) to (d) to add further members.

2.2.4.3 How to specify Shift Patterns

The **Timings** tab enables you to specify the days and times when Trust 24x7 can attempt to deliver an alert to a member of a group. The following example illustrates how to use it to specify a member with shift patterns.

(1) Add a member as Section 2.2.4.1 (Page 18) and Section 2.2.4.2 (Page 22), Step (7), Sub-Step (c) describes.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	
*						

(2) Click the **Timings** tab.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	
*						

This example will specify the times for someone who work a morning shift on Monday, Tuesday and Wednesday, and an afternoon shift on and Thursday, Friday and Saturday.

(3) Specify the morning shift on Monday, Tuesday and Wednesday.

General	Members																					
<table border="1"> <thead> <tr> <th>Mailbox</th> <th>Phone</th> <th>Sequence</th> <th>Active</th> <th>AMIS Mailbox</th> <th>Shift</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>8000</td> <td>0</td> <td>1</td> <td>Yes</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>*</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name	8000	0	1	Yes	0	0		*							
Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name																
8000	0	1	Yes	0	0																	
*																						

General	Timings	AMIS																					
<table border="1"> <tr> <td>Start time</td> <td>06:00</td> <td><input type="checkbox"/> Sunday</td> </tr> <tr> <td>End time</td> <td>14:00</td> <td><input checked="" type="checkbox"/> Monday</td> </tr> <tr> <td>Shift Pattern</td> <td>1</td> <td><input checked="" type="checkbox"/> Tuesday</td> </tr> <tr> <td></td> <td></td> <td><input checked="" type="checkbox"/> Wednesday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Thursday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Friday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Saturday</td> </tr> </table>	Start time	06:00	<input type="checkbox"/> Sunday	End time	14:00	<input checked="" type="checkbox"/> Monday	Shift Pattern	1	<input checked="" type="checkbox"/> Tuesday			<input checked="" type="checkbox"/> Wednesday			<input type="checkbox"/> Thursday			<input type="checkbox"/> Friday			<input type="checkbox"/> Saturday		
Start time	06:00	<input type="checkbox"/> Sunday																					
End time	14:00	<input checked="" type="checkbox"/> Monday																					
Shift Pattern	1	<input checked="" type="checkbox"/> Tuesday																					
		<input checked="" type="checkbox"/> Wednesday																					
		<input type="checkbox"/> Thursday																					
		<input type="checkbox"/> Friday																					
		<input type="checkbox"/> Saturday																					

(4) Click the **Apply** button, on the **Members** tab.

General	Members																					
<table border="1"> <thead> <tr> <th>Mailbox</th> <th>Phone</th> <th>Sequence</th> <th>Active</th> <th>AMIS Mailbox</th> <th>Shift</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>8000</td> <td>0</td> <td>1</td> <td>Yes</td> <td>0</td> <td>1</td> <td>PC Desktop Alert Member</td> </tr> <tr> <td>*</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name	8000	0	1	Yes	0	1	PC Desktop Alert Member	*							
Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name																
8000	0	1	Yes	0	1	PC Desktop Alert Member																
*																						

General	Timings	AMIS																					
<table border="1"> <tr> <td>Start time</td> <td>06:00</td> <td><input type="checkbox"/> Sunday</td> </tr> <tr> <td>End time</td> <td>14:00</td> <td><input checked="" type="checkbox"/> Monday</td> </tr> <tr> <td>Shift Pattern</td> <td>1</td> <td><input checked="" type="checkbox"/> Tuesday</td> </tr> <tr> <td></td> <td></td> <td><input checked="" type="checkbox"/> Wednesday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Thursday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Friday</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Saturday</td> </tr> </table>	Start time	06:00	<input type="checkbox"/> Sunday	End time	14:00	<input checked="" type="checkbox"/> Monday	Shift Pattern	1	<input checked="" type="checkbox"/> Tuesday			<input checked="" type="checkbox"/> Wednesday			<input type="checkbox"/> Thursday			<input type="checkbox"/> Friday			<input type="checkbox"/> Saturday		
Start time	06:00	<input type="checkbox"/> Sunday																					
End time	14:00	<input checked="" type="checkbox"/> Monday																					
Shift Pattern	1	<input checked="" type="checkbox"/> Tuesday																					
		<input checked="" type="checkbox"/> Wednesday																					
		<input type="checkbox"/> Thursday																					
		<input type="checkbox"/> Friday																					
		<input type="checkbox"/> Saturday																					

(5) Click the **General** tab (next to the **Timings** tab) and click the ADD RECORD button.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member

General Timings AMIS

Mailbox: Active

Phone:

Sequence:

◀ ◀ ▶ ▶ ▶* ✖ Apply

(6) Specify the same mailbox again.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member
8000	0	1	Yes	0	0	
*						

General Timings AMIS

Mailbox: Active

Phone:

Sequence:

◀ ◀ ▶ ▶ ▶* ✖ Apply

(7) Click the **Timings** tab and specify the afternoon shift.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0		1 Yes	0	1	PC Desktop Alert Member
8000	0		1 Yes	0	0	
*						

General	Timings	AMIS
Start time	14:00	<input type="checkbox"/> Sunday
End time	22:00	<input type="checkbox"/> Monday
Shift Pattern	2	<input type="checkbox"/> Tuesday
		<input type="checkbox"/> Wednesday
		<input checked="" type="checkbox"/> Thursday
		<input checked="" type="checkbox"/> Friday
		<input checked="" type="checkbox"/> Saturday
<input type="button" value="◀"/> <input type="button" value="◀"/> <input type="button" value="▶"/> <input type="button" value="▶"/> <input type="button" value="▶*"/> <input type="button" value="▶"/> <input type="button" value="X"/>		
<input type="button" value="Apply"/>		

(8) Click the **Apply** button, on the **Members** tab.

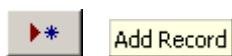
Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0		1 Yes	0	1	PC Desktop Alert Member
8000	0		1 Yes	0	2	PC Desktop Alert Member
*						

General	Timings	AMIS
Start time	14:00	<input type="checkbox"/> Sunday
End time	22:00	<input type="checkbox"/> Monday
Shift Pattern	2	<input type="checkbox"/> Tuesday
		<input type="checkbox"/> Wednesday
		<input checked="" type="checkbox"/> Thursday
		<input checked="" type="checkbox"/> Friday
		<input checked="" type="checkbox"/> Saturday
<input type="button" value="◀"/> <input type="button" value="◀"/> <input type="button" value="▶"/> <input type="button" value="▶"/> <input type="button" value="▶*"/> <input type="button" value="▶"/> <input type="button" value="X"/>		
<input type="button" value="Apply"/>		

2.2.5 How to set up Mailboxes for Lone Workers

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the **ADD RECORD** button.



(4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Mailbox	<p>Set this to a suitable number. See Section 1.5 (Page 7).</p> <p>It is good practice to choose this to be outside the range of extension numbers.</p> <p>NOTE This mailbox number is the lone worker's UserID.</p>
	<p>The lone worker must enter this, unless the mailbox is set up with Auto Login, which Section 2.2.6 (Page 34) describes.</p>
Forename(s)	Set this to the forename(s) of the lone worker.
Surname	Set this to the surname of the lone worker.
Department	Select an appropriate department from the pull down menu or leave this set to the default value (none).
Class Of Service	Select Lone Worker from the pull down menu.
Extension	Leave this blank.
Password	<p>Leave this as ****, which is the default value 8888.</p> <p>NOTE This password is the lone worker's PIN.</p>
	<p>The lone worker can change this.</p>
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value (none).

(5) Click the **Lone Worker** tab.

(6) Specify the values below, as shown in the following illustration.

Option	Function
Lone Worker Alarm Group	Set this to a suitable number. See Section 1.5 (Page 7).
Callback	<p>The mobile phone number of the lone worker or a land line number that the lone worker is working close to.</p> <p>If your implementation of Trust 24x7 provides GPS or GSM tracking, you must specify this in international format as in the following example, but with no spaces.</p> <p>+ 44 7777 123 456</p>

Option	Function
	<p>To use the SMS text message facility you MUST have a Voice Connect SMS Gateway account. Contact your Account Manager to set this up.</p> <p>This button enables a lone worker to use SMS text messages instead of voice calls to initiate, extend and cancel Trust 24x7 jobs. (You must first enter the number of the mobile phone in the Callback box.) Click on this button and wait ten minutes. For full details of the SMS text message facility refer to Section 6 (Page 47).</p>
Alarm Delay	<p>If you specify a Callback number you must specify a delay.</p> <p>If the lone worker does not immediately answer a callback, Trust 24x7 waits for the duration of the delay.</p> <p>If the lone worker answers the call-back and enters the correct pin, but does not cancel or extend the job, then Trust 24x7 issues an alert after the delay period.</p> <p>If the lone worker answers the call-back but enters no pin or an incorrect pin, Trust 24x7 immediately issues an alert.</p> <p>NOTE. Refer to Section 2.1.1 (Page 9). If on the Class Of Service view, Miscellaneous tab, Lone Worker group, you select the Don't alarm on bad login password check box, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.</p>
Fixed Period (minutes)	<p>If you specify this, Trust 24x7 uses it as a default period for a job.</p> <p>If you do NOT select the check box Must accept default period (so that it is empty) Trust 24x7 offers an extra option to a lone worker, to select the default period.</p> <p>If you DO select the check box Must accept default period (so that it contains a tick) Trust 24x7 constrains a lone worker, to set a job for the default period only.</p>
Maximum Period (minutes)	<p>This specifies a maximum period for a Trust 24x7 job. If a user tries to set up a job for longer than this period, Trust 24x7 rejects the job and prompts the lone worker to set up a new job.</p> <p>NOTE. You can also set this through the menu Installation, option Miscellaneous Data, in which case it applies to all lone workers.</p>
Must accept default period	See Fixed Period (minutes) above.

Option	Function
Request site code for Lone Worker	If this check box is selected, so that it contains a tick, Trust 24x7 asks the lone worker to enter a Site Code.
No PIN	<p>If this check box is selected, so that it contains a tick, Trust 24x7 does not ask the lone worker to enter a PIN when it issues a callback to prompt the lone worker to extend or cancel a job.</p> <p>NOTE. You can also set this through the menu Installation, option Miscellaneous Data, in which case it applies to all lone workers.</p>
Send SMS warning near end of job	If this check box is selected, so that it contains a tick, Trust 24x7 sends an SMS message 5 minutes before a job expires, to remind the lone worker to cancel or extend the job.
Tracking Settings	
Tracking Enabled	If this check box is selected, so that it contains a tick, Trust 24x7 enables tracking of the mobile phone, by GPS for a GPS enabled phone and GSM for a normal phone. It then sends SMS text messages to Trust 24x7 that report the position of the phone.
Allow Locate Request	If this check box is selected, so that it contains a tick, Trust 24x7 permits a user to request the location of the lone worker.
Location Icon	Not currently used.
History Icon	Not currently used.
Interval (seconds)	The interval between each SMS that Trust 24x7 receives, which reports the location of the phone.
Tracking Type	<p>This may offer one or both of GPS and GSM.</p> <p>GPS uses satellite to provide a relatively precise position.</p> <p>GSM is the type of phone network and enables a phone to be tracked to an area around a mobile phone network transmitter. It is less precise than GPS.</p>
GPS Schedule (NOT ACTIVE) ...	This button enables you to select a GPS Schedule. You can specify one or more of these through the menu Maintenance , option GPS Schedules .
Identicom Unit	
Add / Edit Units ...	Refer to the Trust 24x7 Identicom User Guide.

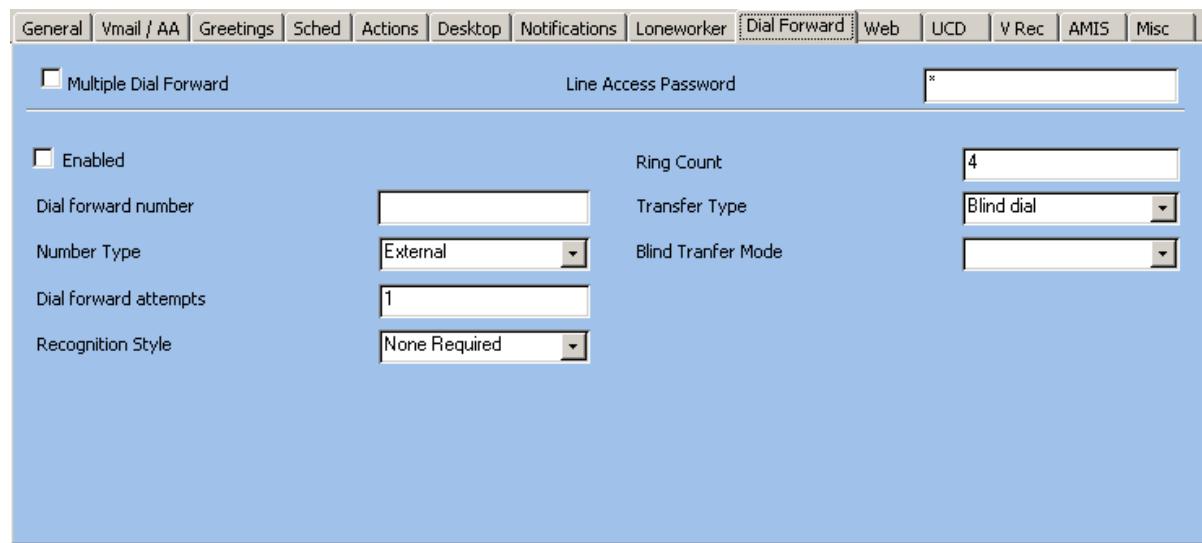
2.2.6 How to set up Auto Login for a Mailbox for a lone worker

The Auto Login facility is available on digital phone systems. It enables Trust 24x7 to recognise the CLI (Caller Line Identity) of the (mobile) phone of a lone worker, and hence the identity of the lone worker. When the lone worker calls Trust 24x7 to start, extend or cancel a job, Trust 24x7 recognises the (mobile) phone number and passes the call directly to the lone worker's mailbox, so that the lone worker does not have to enter a UserID.

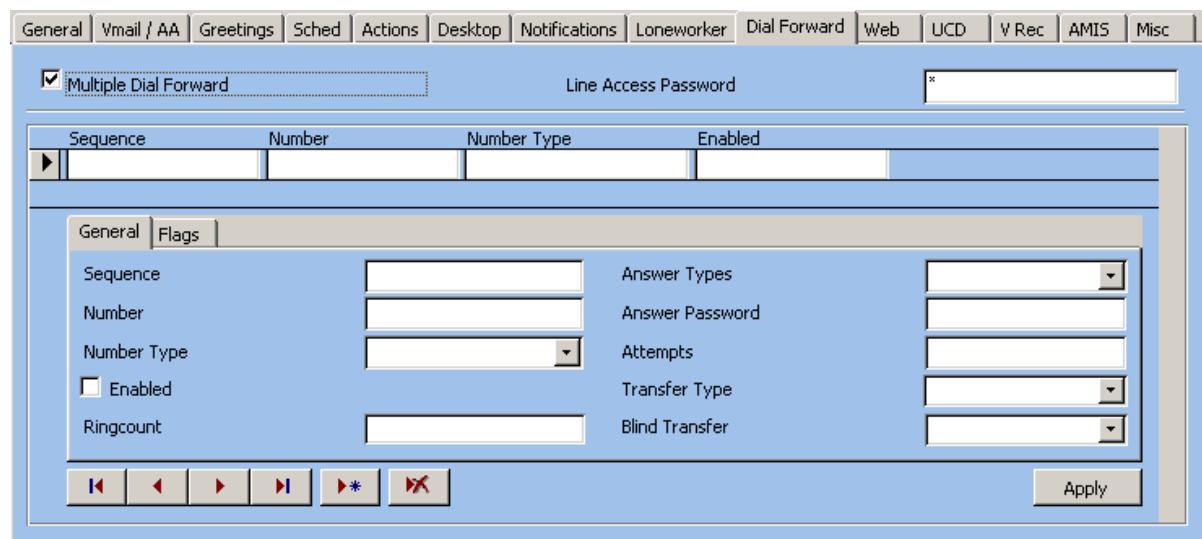
NOTES	(1) This facility can also be configured so that the lone worker does not have to enter a PIN either, as Step (7) describes.
	(2) If two or more lone workers share a (mobile) phone, they cannot use this facility. The VCII detects that the lone workers have the same phone number and asks them to enter their UserID and PIN numbers.

Do the following procedure.

- (1) Click the Dial Forward tab.



- (2) Select the **Multiple Dial Forward** check box.



(3) Click the ADD RECORD button.



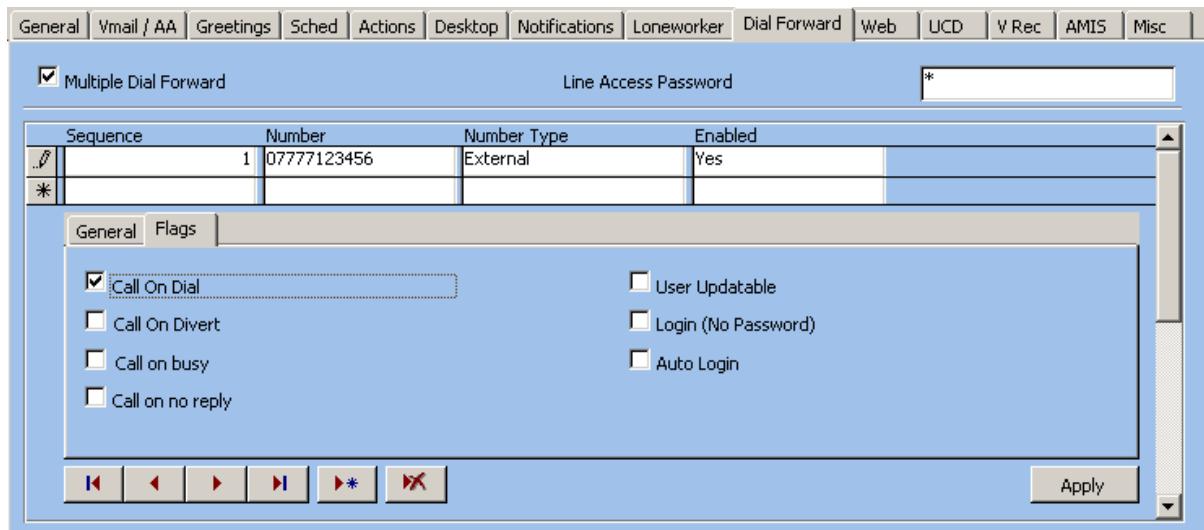
(4) Set **Sequence** to 1.

The screenshot shows the 'Dial Forward' configuration screen. The 'Sequence' field is set to 1, and the 'Number' field is set to 0. The 'Number Type' is 'External' and 'Enabled' is checked. In the 'General' tab of the configuration panel, the 'Sequence' is set to 1, 'Number' is 0, 'Number Type' is 'External', 'Enabled' is checked, and 'Ringcount' is 8. The 'Answer Types' dropdown is set to 'None Required', and the 'Answer Password' is 8888. The 'Attempts' is set to 2, 'Transfer Type' is 'Blind dial', and 'Blind Transfer' is set to an empty value. The 'Apply' button is visible at the bottom right.

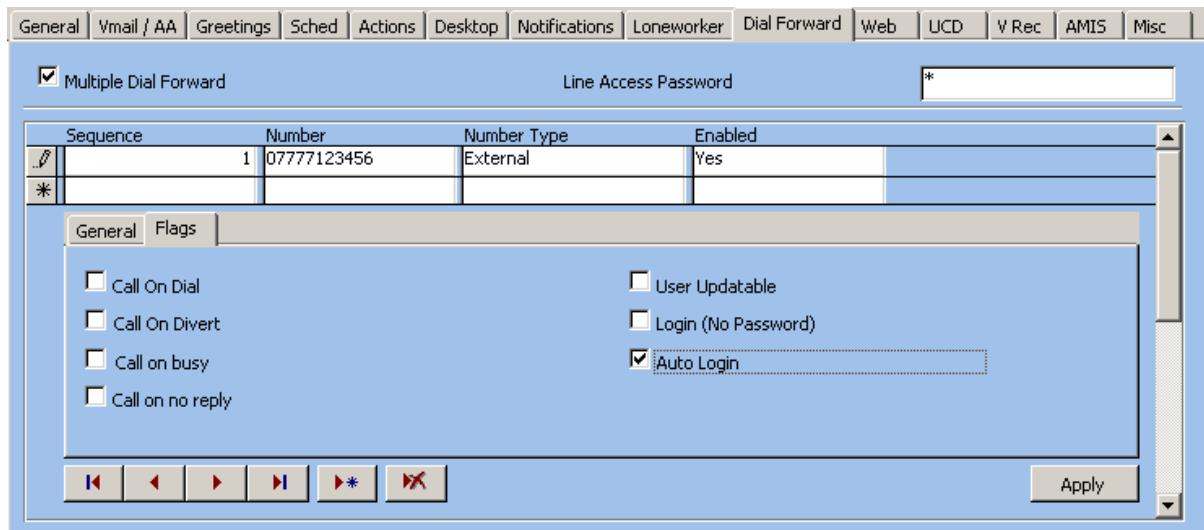
(5) Specify the (mobile) phone number in **Number**.

The screenshot shows the 'Dial Forward' configuration screen. The 'Sequence' field is set to 1, and the 'Number' field is set to 07777123456. The 'Number Type' is 'External' and 'Enabled' is checked. In the 'General' tab of the configuration panel, the 'Sequence' is set to 1, 'Number' is 07777123456, 'Number Type' is 'External', 'Enabled' is checked, and 'Ringcount' is 8. The 'Answer Types' dropdown is set to 'None Required', and the 'Answer Password' is 8888. The 'Attempts' is set to 2, 'Transfer Type' is 'Blind dial', and 'Blind Transfer' is set to an empty value. The 'Apply' button is visible at the bottom right.

(6) Click the **Flags** tab.



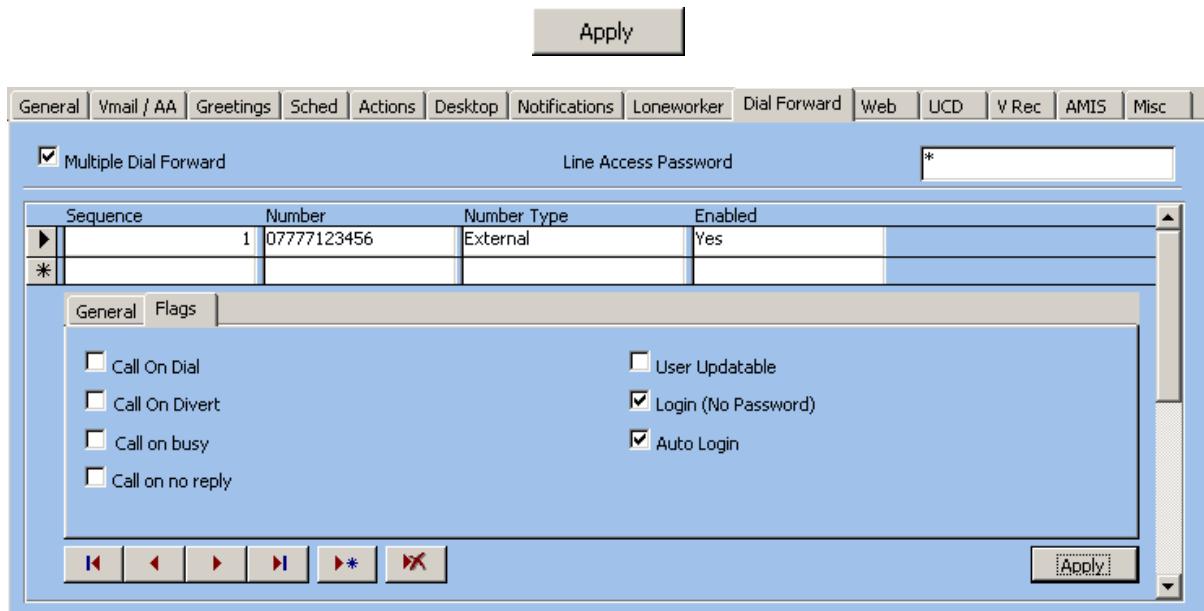
(7) Clear the **Call On Dial** check box and select the **Auto Login** check box.



NOTE

- (1) If you select the **Login (No Password)** check box, the lone worker does not have to enter the PIN either.
- (2) You can always select the **Login (No Password)** option because it is always available. However, it only operates if the **Auto Login** check box is selected.

(8) Click the **Apply** button, on the **Dial Forward** tab.



3 How to use Trust 24x7

3.1 How to set up a Trust 24x7 Job and record a message

- (1) Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.
- (2) Trust 24x7 plays the following announcement.

Please enter your PIN.

- (3) Enter your Trust 24x7 PIN.
- (4) Trust 24x7 plays the following announcement.

Thank you.

- (5) Trust 24x7 plays the following Main Menu.

To enter a new job, Press ONE.

To change your Lone Worker PIN, Press FOUR.

To record an information only message, Press FIVE.

- (6) You press ONE.
 - (a) Trust 24x7 plays the following announcement.

Please enter the length of the job in minutes or press HASH (#) and enter the time as four digits.
 - (b) Enter the length of the job in minutes, as TWO digits, i.e. in the range 01 to 99, or press the HASH (#) key and enter a time, as four digits, by which you expect to complete the job, for example 1430 for 2:30pm.
 - (c) Trust 24x7 plays the time.
 - (d) Trust 24x7 plays the following announcement.

*If this is correct, press ONE.
Or to re-enter, press TWO.*
 - (e) IF you press TWO, Trust 24x7 returns to Step (b).
IF you press ONE, Trust 24x7 plays the following announcement.

Please record your message.
 - (f) Trust 24x7 sounds a tone.
 - (g) Record your message. Press STAR (*) to finish recording.
 - (h) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.
Or to review, Press TWO.*

(k) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.2 (Page 39), Step (6).

The job was successfully recorded.

If you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.
Or to re-record, Press TWO.*

(n) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.2 (Page 39), Step (6).

The job was successfully recorded.

If you press TWO, Trust 24x7 returns to Step (f).

3.2 How to cancel or extend a Trust 24x7 Job

(1) You can cancel or extend a Trust 24x7 job in two situations.

(a) You intentionally call Trust 24x7, to cancel or extend a job. Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.

(b) Trust 24x7 calls you, shortly before a job expires, to prompt you to cancel or extend the job.

(2) Trust 24x7 plays the following announcement.

Please enter your PIN.

(3) Enter your Trust 24x7 PIN.

(4) Trust 24x7 plays the following announcement.

Thank you.

(5) Trust 24x7 plays the following Main Menu.

*To cancel the current job, Press TWO.
To extend the current job, Press THREE.
To change your Lone Worker PIN, Press FOUR.
To record an information only message, Press FIVE.*

(6) You press TWO.

(a) Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.1 (Page 38), Step (6).

The current job was successfully cancelled.

(7) You press THREE.

(a) Trust 24x7 plays the following announcement.

To extend your job either enter the number of minutes as two digits or press HASH (#) followed by the new end time as four digits.

(b) Enter the length of the job in minutes, as TWO digits, i.e. in the range 01 to 99, or press the HASH (#) key and enter a time, as four digits, by which you expect to complete the job, for example 1430 for 2:30pm.

(c) Trust 24x7 plays the time.

(d) Trust 24x7 plays the following announcement.

*If this is correct, press ONE.
Or to re-enter, press TWO.*

(e) IF you press TWO, Trust 24x7 returns to Step (b).
IF you press ONE, Trust 24x7 plays the following announcement.

*To record a new message, Press ONE.
To leave the existing message, Press TWO.*

(f) IF you press TWO, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

The current job was successfully updated.

IF you press ONE, Trust 24x7 plays the following announcement.

Please record your message.

(g) Trust 24x7 sounds a tone.

(h) Record your message. Press STAR (*) to finish recording.

(k) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.
Or to review, Press TWO.*

(m) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

The current job was successfully updated.

If you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.
Or to re-record, Press TWO.*

(n) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

The current job was successfully updated.

If you press TWO, Trust 24x7 returns to Step (g).

3.3 How to change your PIN or record an information only message

(1) Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.

(2) Trust 24x7 plays the following announcement.

Please enter your PIN.

(3) Enter your Trust 24x7 PIN.

(4) Trust 24x7 plays the following announcement.

Thank you.

(5) Trust 24x7 plays the Main Menu, which ends with the following two options.

*To change your Lone Worker PIN, Press FOUR.
To record an information only message, Press FIVE.*

(6) You press FOUR.

(a) Trust 24x7 plays the following announcement.

Please enter your new PIN.

(b) As you enter each digit of your 4-digit PIN, Trust 24x7 announces each digit.

(c) Trust 24x7 plays the following announcement.

Please enter your new PIN again.

(d) As you re-enter each digit of your 4-digit PIN, Trust 24x7 announces each digit.

(e) Trust 24x7 plays the following announcement.

Your PIN has been changed.

(f) Trust 24x7 returns to the Main Menu.

You press FIVE.

(a) Trust 24x7 plays the following announcement.

Please record your message. This will not log you on or set an alarm.

(b) Trust 24x7 sounds a tone.

(c) Record your message. Press STAR (*) to finish recording.

(d) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.
Or to review, Press TWO.*

(e) If you press ONE, Trust 24x7 returns to the Main Menu.

If you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.
Or to re-record, Press TWO.*

(f) If you press ONE, Trust 24x7 returns to the Main Menu.

If you press TWO, Trust 24x7 returns to Step (b).

3.4 How to Intentionally Invoke an Alert

A lone worker can intentionally invoke an alert, to initiate the escalation procedure, if the lone worker requires assistance or encounters an emergency situation.

To intentionally invoke an alert, do one of the following.

- (1) Call Trust 24x7, enter your ID number, but do NOT enter a PIN.
- (2) Call Trust 24x7, enter your ID number, and enter an incorrect PIN.

NOTE

Refer to Section 2.1.1 (Page 9). If on the **Class Of Service** view, **Miscellaneous** tab, **Lone Worker** group, you select the **Don't alarm on bad login password** check box, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.

- (3) Do NOT cancel a Trust 24x7 job, and allow it to expire.

Section 4 (Page 43), which follows, and Section 5 (Page 44) describe what happens when Trust 24x7 issues an alert.

4 Phone Alert

If a lone worker fails to cancel or extend a Trust 24x7 job before it expires, or intentionally invokes an alert [see Section 3.4 (Page 42)], Trust 24x7 attempts to issue an alert to one member of the Alert Group(s). See Section 1.2 (Page 5). If there is a Phone Alert Group it calls each member in turn. When a member answers a call, the call proceeds as follows.

- (1) Trust 24x7 plays the following announcement.

This is an alarm call from the lone worker system.

- (2) Trust 24x7 plays the message recorded by the lone worker.

- (3) Trust 24x7 plays the following announcement.

To acknowledge this call, Press ZERO.

To repeat the message and acknowledge the call, Press ONE.

- (4) If you press ONE, Trust 24x7 replays the lone worker's message and returns to Step (3).

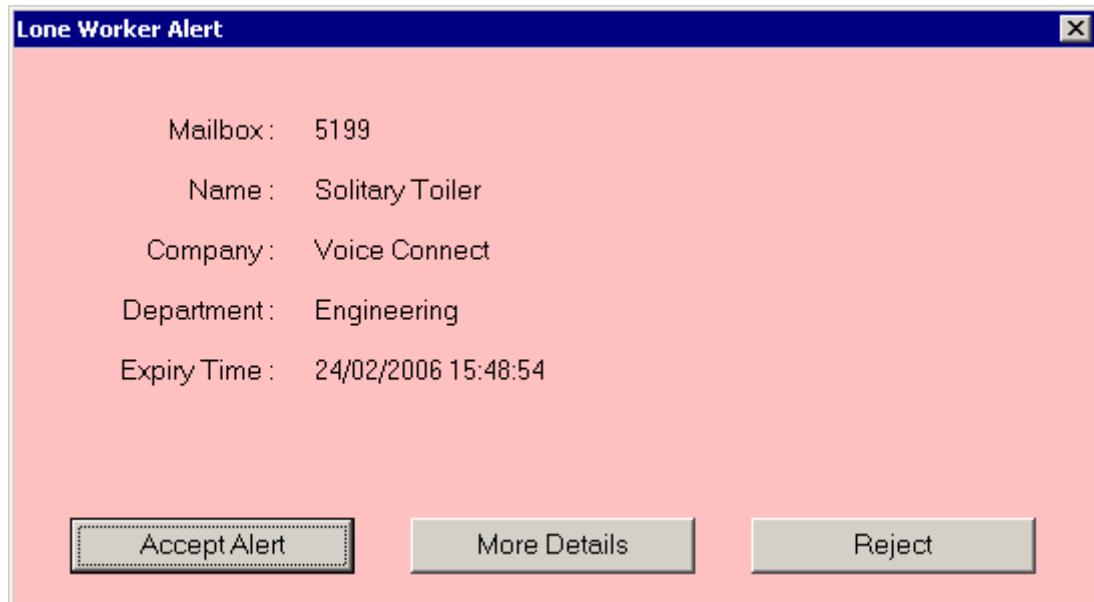
If you press ZERO, Trust 24x7 plays the following message and ends the call.

The call was accepted.

5 Desktop (PC) Alert

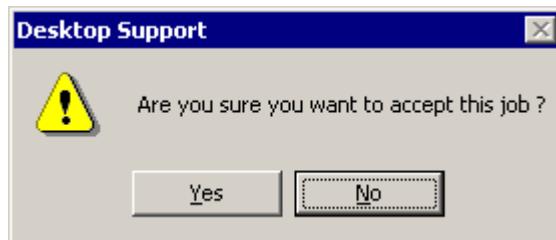
If a lone worker fails to cancel or extend a Trust 24x7 job before it expires, or intentionally invokes an alert [see Section 3.4 (Page 42)], Trust 24x7 attempts to issue an alert to one member of the Alert Group(s). See Section 1.2 (Page 5). If there is a Desktop Alert Group it issues an alert to each member in turn. When a member responds to an alert, the response proceeds as follows.

(1) The Desktop Integration Alert displays a window similar to the following.



(2) If you click on the **Reject** button, the above window closes and Trust 24x7 tries to issue the alert to another member of the group.

If you click the **Accept Alert** button, Desktop Integration Alert displays the following request for confirmation. Click the **Yes** button.



(3) The Desktop Integration Alert displays a window similar to the following.

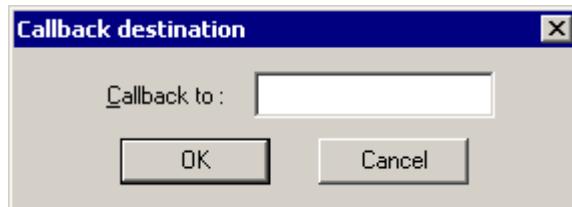


The **OK** button is initially disabled and greyed out. You must click at least one of the other three buttons to enable the **OK** button.

If you click the **More Details** button, Trust 24x7 displays the details of the lone worker, similar to that shown in Section 8.2.2 (Page 55).

If you click the **Play message on PC** button, the Desktop Integration Alert plays the message recorded by the lone worker in Microsoft® Windows® Media Player.

If you click the **Play message on phone** button, the Desktop Integration Alert displays the following window, into which you key your extension (or phone) number to listen to the message recorded by the lone worker.



(4) Click the **OK** button.



6 How to set up the SMS Text Message Facility

You can configure Trust 24x7 to enable lone workers to issue SMS text messages to start, extend and cancel Trust 24x7 jobs.

Trust 24x7 implements the SMS text message facility through the facilities provided for the Identicom unit, which the **Trust 24x7 Identicom User Guide** describes.

6.1 SMS Gateway Account

To use the SMS text message facility you require a Voice Connect SMS Gateway Account.

- (1) Contact your account manager to set one up.
- (2) The **Trust 24x7 Identicom User Guide** describes how to configure Trust 24x7 to use it.

COSTS	<ul style="list-style-type: none"> (a) Each SMS text message that a lone worker sends to Trust 24x7 is charged at the rate agreed with your provider, which will appear on the mobile phone bill. (b) There is a further cost of 1p for each message. This is the cost for each text message that the SMS Gateway receives.
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6.2 Identicom Templates

If you wish to use the SMS text message command to extend a job, as Section 7.2 (Page 50) describes, you must first set up and use an Identicom template. Most of the parameters are not relevant for an ordinary mobile phone, but the System Manager constrains you to enter a value in all boxes. The following illustrations show you what to enter. Refer to the **Trust 24x7 Identicom User Guide** for further details and how to apply the template.

6.2.1 General

- (1) Enter **SMS Facility** or something similar in the **Template Description**.
- (2) Use the dummy number **07777 – 123 456** for the phone numbers.

General | Job (Amber) | Emergencies (Red Alert) |

Template Number (This is set by the System Manager)

Template Description

Status

Mobile Number to receive warnings. Identicom Unit will send these warnings via text message to this number.

Number of retries

Parameter confirmation number. When a configuration is sent to the Identicom unit, the unit will send a copy of its parameters via text to this number.

Send DTMF identifier (need if on analogue systems)

6.2.2 Job (Amber)

(1) Use the dummy number **07777 – 123 456** for the phone number again.

Number to be dialled - which number will be dialled when a job is started.

How many times to retry calling that number if the connection is not made.

Length of job (red alert would activate after this time period after job was started) minutes
(Enter 999999 so that job will not expire)

Record time when start job. The Unit records a message when you start a job. seconds

Job extend time. User can choose to extend the job time from the unit. minutes

(2) Change the **Length of job** from the default if appropriate.

Trust 24x7 uses this value if the lone worker does not specify a time, as Section 7.1 (Page 50) describes.

(3) Change the **Job extend time** from the default if appropriate.

The extend command, which Section 7.2 (Page 50) describes, uses this value.

Number to be dialled - which number will be dialled when a job is started.

How many times to retry calling that number if the connection is not made.

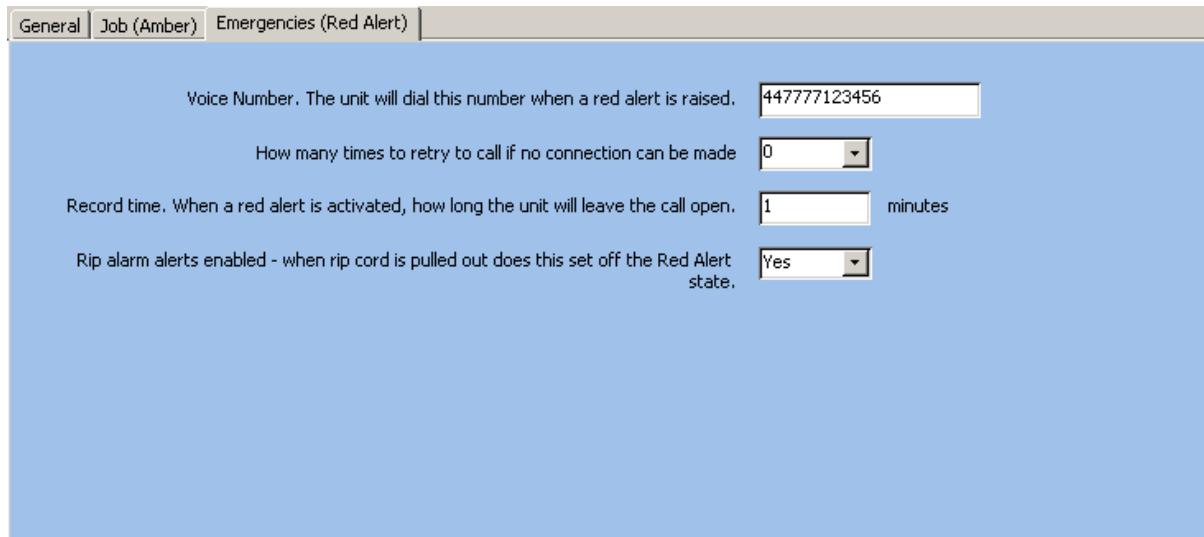
Length of job (red alert would activate after this time period after job was started) minutes
(Enter 999999 so that job will not expire)

Record time when start job. The Unit records a message when you start a job. seconds

Job extend time. User can choose to extend the job time from the unit. minutes

6.2.3 Emergencies (Red Alert)

(1) Use the dummy number **07777 – 123 456** for the phone number again.

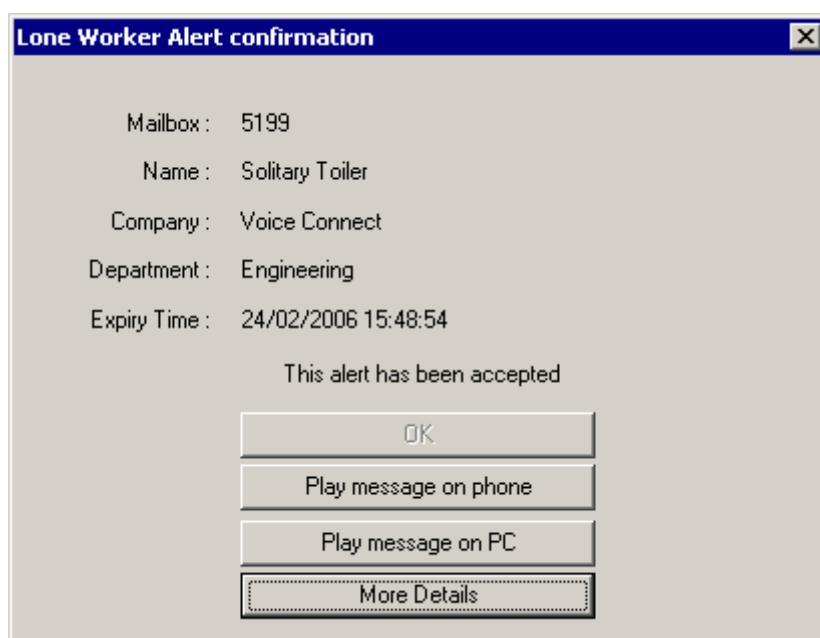


6.3 How to Register a lone worker to use the SMS Interface

Refer to Section 2.2.5 (Page 29), parameters **Callback** and **Register for SMS Interface**.

6.4 Alarm Groups

- (1) The lone worker can ONLY alert to a PC Desktop Alert Group.
- (2) That alert group can ONLY pass an alert to another PC Desktop Alert Group.
- (3) When a member of the alert group receives an alert, he/she must press the **More Details** button. This invokes the Trust 24x7 web interface, which displays the text message that Section 7.1 (Page 50) describes.



7 How to use the SMS Text Message facility

7.1 How to Start a Job

(1) Send a SMS text message with the details of your job to the following number.

07797 805 452

(2) You must put one of the following commands, followed by a space, at the beginning of the SMS text message, to specify the duration of the job.

Command	Length of Job
.30t	30 minutes
.45t	45 minutes
.60t	60 minutes (1 hour)
.75t	75 minutes
.90t	90 minutes

Command	Length of Job
.1t	1 hour
.2t	2 hours
.3t	3 hours
.4t	4 hours
.5t	5 hours
.6t	6 hours
.7t	7 hours
.8t	8 hours
.9t	9 hours

7.2 How to Extend a Job

Send the following SMS text message

.e

to the following number.

07797 805 452

NOTES

(1) The case is unimportant, i.e. it can be **.E** or **.e**.

(2) You **MUST** first set up and use an Identicom template to utilise this command. Refer to the **Trust 24x7 Identicom User Guide**.

7.3 How to Cancel a Job

Send the following SMS text message

ok

to the following number.

07797 805 452

NOTE

The case is unimportant, i.e. it can be **OK**, **Ok** or **ok**.

7.4 How to intentionally Issue an Alert

Send the following SMS text message

help

to the following number.

07797 805 452

NOTE

The case is unimportant, i.e. it can be **HELP**, **Help** or **help**.

8 Trust 24x7 Web 2.02.0004

8.1 Login

Do the following procedure.

- (1) Start your web browser (such as Internet Explorer) and browse to your Trust 24x7 Web start page.

NOTE Voice Connect inform you of the address of the start page of Trust 24x7 Web when we install the Trust 24x7 software.

Trust 24x7 Web displays a view similar to the following.



- (2) Click on the **Click here to enter** link or wait.

Trust 24x7 Web displays the following login view.



- (3) Key in your **Username** and **Password** and click the **Login** button.

8.2 Status

(1) After you login, Trust 24x7 Web displays a view similar to the following. The blue buttons indicate lone workers that do NOT have an active job.

The screenshot shows the 'Lone Worker Status' page. At the top left is a logo. In the center is the title 'Lone Worker Status'. To the right are three blue buttons labeled 'Reports', 'Users', and 'Admin'. Below the title is a section labeled 'System date is 4/10/2005' and 'System time is 10:04'. On the left, there is a 'Order by' dropdown with 'User ID' and 'Expiry' options, and an 'Update' button. Below this is a grid of eight buttons, each representing a lone worker. The buttons are arranged in two rows of four. The first row contains buttons for '5568 Team 1', '5569 Team 2', '5570 Team 3', and '5571 Team 4'. The second row contains buttons for '5572 Team 5', '5573 Team 6', '5574 Team 7', and '5575 Team 8'. Each button is blue with white text.

(2) If a lone worker does not have an active job, the button is blue as shown below.



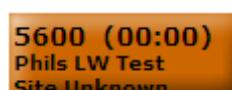
If a lone worker has recorded a 'not logged in' message, the button has a picture of a tape cassette on it.



If a lone worker initiates a job, which is active and has not expired, the button is green, as shown below.



If a lone worker has an active job that has expired and Trust 24x7 has issued a **Callback** (**Mailbox** view, **Loneworker** tab), the button is orange, as shown below, until the lone worker cancels or extends the job, or the **Alarm Delay** period elapses and the job alarms.



If a lone worker has an active job that is alarmed, because the lone worker purposely initiated the alarm, or because the lone worker did not cancel or extend the job when it expired, the button is red, as shown below.



If a lone worker has an active job, which is alarmed, and the alarm has been acknowledged, the button is red with a white cross, as shown below.



If a lone worker is in a designated hazardous area, the button has a yellow triangle, as shown below.



The yellow triangle can appear on a button indicating an active job, i.e. green, orange, red or red with a white cross.

It cannot appear on a button that is blue.

(3) Click on a button to display the details of the lone worker. Trust 24x7 Web displays a view similar to the following.

8.2.1 Lone Worker Details (overview)

Loneworker Details

Current Status is Not Logged In

Back

Loneworker	LW David Harrison		Site Code:	0
The expire group number	5641		Description:	Unknown
Play Lone Worker Message Display Lone Worker Details		Message Archive Alarm Audit		
Display LoneWorker Text Message				

Click on the links to access further details.

- (1) The **Display Lone Worker Details** link displays a view similar to that shown in (the next) Section 8.2.2 (Page 55).
- (2) The **Play Lone Worker Message** link displays a view similar to that shown in Section 8.2.3 (Page 56).
- (3) The **Display Lone Worker Text Message** link displays a view similar to that shown in Section 8.2.5 (Page 59).
- (4) The **Message Archive** link displays a view similar to that shown in Section 8.2.6 (Page 60).
- (5) The **Alarm Audit** link displays a view similar to that shown in Section 8.2.7 (Page 61).

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8.2.2 Lone Worker Details (detailed)

This view enables you to view and edit the details of the lone worker.

Lone Worker Details 5601

Name	LW David Harrison	
Department	Engineering	
Car Registration	A123 ABC	
Car Type	Trans-Am	
Car Colour	Black	
Car Model	Knight Industries 2000	
Notes		

[Update Picture](#)

More Information		Personal Details		First Contact	
Manager	<input type="text"/>	Date of Birth	<input type="text" value="01/01/1980"/>	Name	<input type="text" value="Mrs Harrison"/>
Mgr Contact	<input type="text"/>	Address	<input type="text"/>	Address	<input type="text"/>
Userdef3	<input type="text"/>	<input type="text"/>	<input type="text"/>	Postcode	<input type="text"/>
Userdef4	<input type="text"/>	<input type="text"/>	<input type="text"/>	Home Number	<input type="text"/>
		<input type="text"/>	<input type="text"/>	Mobile Number	<input type="text" value="+447777123456"/>

[Update](#) [Back](#)

(1) If you edit any details click the **Update** button shown below to save the amended details.

[Update](#)

(2) If you clicked on the **More Details** button as Section 5 (Page 44) describes to display this view, you can click on the **Back** button shown below to display the view shown in Section 8.2.1 (Page 54).

[Back](#)

8.2.3 Adding or Changing the Picture

If the details do not have a picture, the view displays the image shown below by default.

Lone Worker Details 5601

Name	LW David Harrison
Department	Engineering
Car Registration	A123 ABC
Car Type	Trans-Am
Car Colour	Black
Car Model	Knight Industries 2000
Notes	



[Update Picture](#)

More Information	Personal Details	First Contact
Manager	Date of Birth	Name
Mgr Contact	Address	Address
Userdef3		
Userdef4		
	Postcode	Postcode
	Home Number	Relationship
	Mobile Number	Contact

[Update](#) [Back](#)

To add an image or change the image, do the following procedure.

- (1) Click the [Update Picture](#) link under the picture area.
- (2) Trust 24x7 Web displays the following view.

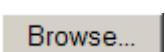
Update Loneworker Picture

Use the browse button to select a picture on your machine. Then click on the "Upload selected file" button

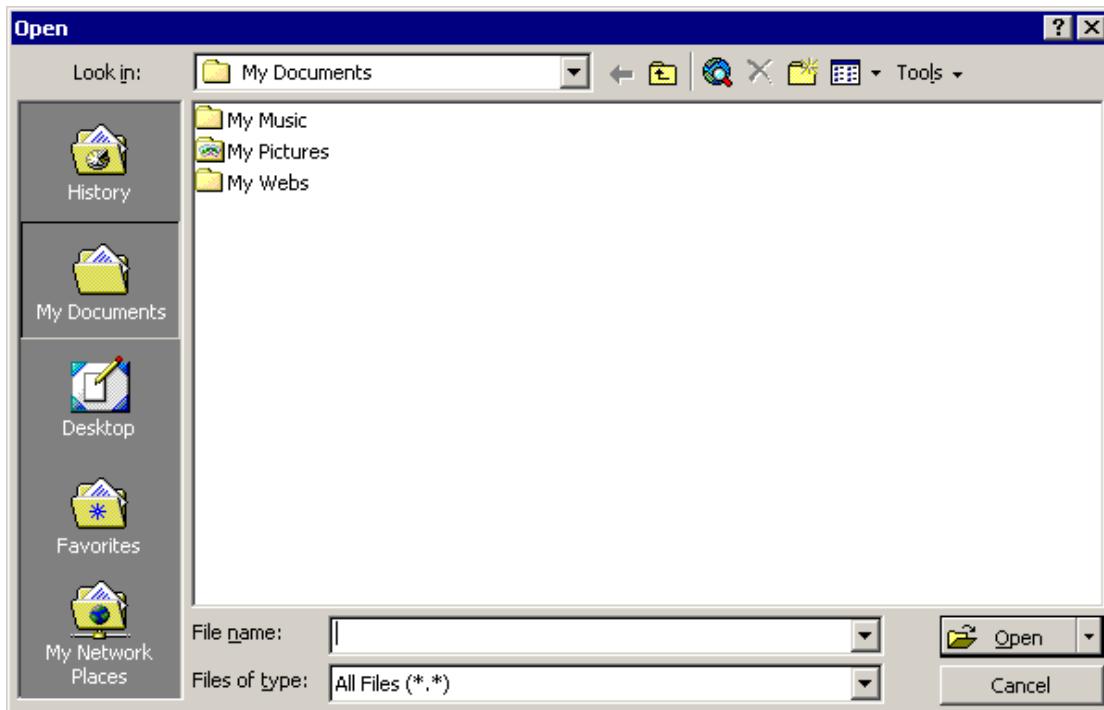
[Browse...](#)

File types that can be uploaded JPG,BMP. File size must be under 800K

(3) Click the **Browse** button.

 Browse...

(4) Trust 24x7 Web displays the standard Windows file browser window.



(5) Select the image file and click the **Open** button.

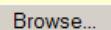
IMPORTANT

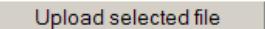
- (1) The image file must be either a JPG or a BMP file.
- (2) The size of the image file must be less than 800K.
- (3) ***The name of the image file must be no more than 18 characters.***

(6) Trust 24x7 Web inserts the file's pathname in the box to the left of the **Browse** button.

Update Loneworker Picture

Use the browse button to select a picture on your machine. Then click on the "Upload selected file" button

 Browse...

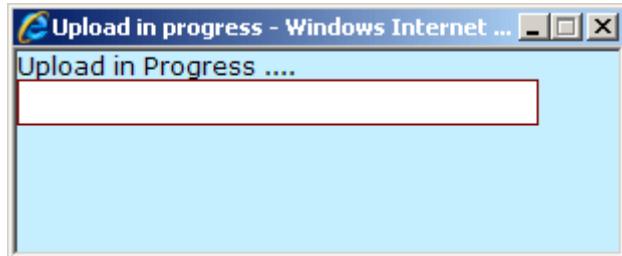
 Upload selected file

File types that can be uploaded JPG,BMP. File size must be under 800K

(7) Click the **Upload selected file** button.

Upload selected file

(8) Trust 24x7 Web briefly displays the following window.



(9) Trust 24x7 Web displays the uploaded image.

Lone Worker Details 5601

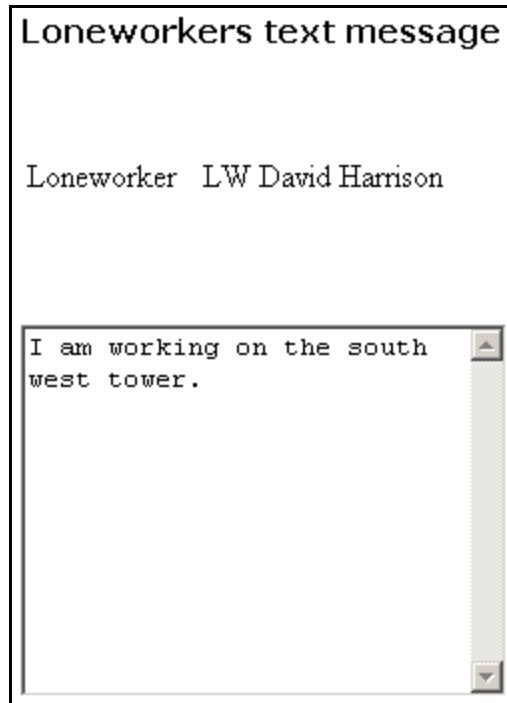
Name	LW David Harrison	
Department	Engineering	
Car Registration	A123 ABC	
Car Type	Trans-Am	
Car Colour	Black	
Car Model	Knight Industries 2000	
Notes	 	
More Information		Update Picture
Manager	<input type="text"/>	First Contact
Mgr Contact	<input type="text"/>	Name Mrs Harrison
Userdef3	<input type="text"/>	Address
Userdef4	<input type="text"/>	Postcode
		<input type="text"/>
		Relationship Wife
		Contact
<input type="button" value="Update"/>		<input type="button" value="Back"/>

8.2.4 Play Lone Worker Message

Right click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, and select **Save Target As** to download the current message as a WAV file.

8.2.5 Display Lone Worker Text Message

If you click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.



8.2.6 Message Archive

If you click the **Message Archive** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.

Archive files available for download.		
File Name	Attributes	Action
V.5601.20071123101718	23/11/2007 10:17:18	Normal
V.5601.20071123103044	23/11/2007 10:30:44	Normal
V.5601.20071130170502	30/11/2007 17:05:02	Normal
V.5601.20071130171654	30/11/2007 17:16:54	Normal
V.5601.20071203102140	03/12/2007 10:21:40	Normal
V.5601.20071203104500	03/12/2007 10:45:00	Normal
V.5601.20071203112627	03/12/2007 11:26:27	Normal
V.5601.20071207101033	07/12/2007 10:10:33	Normal
V.5601.20071207102252	07/12/2007 10:22:52	Normal
V.5601.20080110104357	10/01/2008 10:43:57	Normal
V.5601.20080110110204	10/01/2008 11:02:04	Normal
V.5601.20080110112603	10/01/2008 11:26:03	Normal
V.5601.20080110113205	10/01/2008 11:32:05	Normal
V.5601.20080110132151	10/01/2008 13:21:51	Normal
V.5601.20080110134400	10/01/2008 13:44:00	Normal
V.5601.20080116153235	16/01/2008 15:32:35	Normal
V.5601.20080117151735	17/01/2008 15:17:35	Normal
V.5601.20080125121248	25/01/2008 12:12:48	Normal
V.5601.20080201165544	01/02/2008 16:55:44	Normal
V.5601.20080205104656	05/02/2008 10:46:56	Normal
V.5601.20080206134639	06/02/2008 13:46:39	Normal
V.5601.20080318115910	18/03/2008 11:59:10	Normal
V.5601.20080417105041	17/04/2008 10:50:41	Normal
V.5601.20080417105848	17/04/2008 10:58:48	Normal
V.5601.20080417111518	17/04/2008 11:15:18	Normal
V.5601.20080417114351	17/04/2008 11:43:51	Normal
V.5601.20080417115925	17/04/2008 11:59:25	Normal
V.5601.20080417120307	17/04/2008 12:03:07	Normal
V.5601.20080527103707	27/05/2008 10:37:07	Normal
V.5601.20080527105049	27/05/2008 10:50:49	Normal
V.5601.20080527132613	27/05/2008 13:26:13	Normal
V.5601.20080618100205	18/06/2008 10:02:05	Normal
V.5601.20080618101919	18/06/2008 10:19:19	Normal
V.5601.20080624104346	24/06/2008 10:43:46	Normal
V.5601.20080624105757	24/06/2008 10:57:57	Normal
V.5601.20080806143942	06/08/2008 14:39:42	Normal
V.5601.20080806144523	06/08/2008 14:45:23	Normal
V.5601.20081106140913	06/11/2008 14:09:13	Normal
V.5601.20081106164243	06/11/2008 16:42:43	Normal
V.5601.20081107151352	07/11/2008 15:13:52	Normal

Right click on a link in the column on the left and select **Save Target As** to download an archived message as a WAV file.

8.2.7 Alarm Audit

If you click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.

Alarm Audit Selection		
Date Time	Status	Edit
07/11/2008 15:19:10		Detail
06/11/2008 16:48:01		Detail
06/11/2008 14:14:28		Detail
24/06/2008 12:48:47		Detail
27/05/2008 13:08:41		Detail
17/04/2008 13:45:22		Detail
17/04/2008 11:21:29		Detail
16/01/2008 17:15:00		Detail
10/01/2008 11:37:29		Detail
07/12/2007 15:25:39		Detail
23/11/2007 12:03:41		Detail

To record details of an alarm do the following procedure.

- (1) Click on a link in the column on the right to display the details for an alarm, similar to the following. This has two scrollable text boxes, into which you can record comments. Each has an upper and lower part: the upper part is a read only record of all recorded text; the lower part enables you to add text.

Loneworker Alarm		Audit Trail	
Alarm date/time:	23/11/2007 12:03:41	False Alarm Type	<input type="button" value="Test 1 ▾"/>
Loneworker ID:	5601	Alarm Cleared:	16/12/2008 18:13:36
Loneworker:	LW David Harrison	<input type="button" value="Clear Alarm"/>	
Alarm Reason	<div style="border: 1px solid black; height: 150px; width: 400px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 50px; width: 400px; margin-bottom: 10px;"> <p>Add new detail here.</p> </div> <div style="border: 1px solid black; height: 150px; width: 400px; margin-bottom: 10px;"> <p>Label2</p> </div> <div style="border: 1px solid black; height: 50px; width: 400px;"> <p>Add new detail here.</p> </div>		
		<input type="button" value="UpDate"/>	<input type="button" value="Update"/>

NOTE The two titles above the boxes are defined in an INI file. The engineer that installs Trust 24x7 does this.

(2) Click in the lower part of one of the boxes.

Trust 24x7 highlights the text “**Add new detail here**”.

Loneworker Alarm
Audit Trail

Back

Alarm date/time: 23/11/2007 12:03:41 False Alarm Type

Loneworker ID: 5601 Alarm Cleared: 16/12/2008 18:13:36

Loneworker: LW David Harrison

Alarm Reason

Add new detail here.

Label2

Add new detail here.

(3) Key in the text.

Loneworker Alarm
Audit Trail

Back

Alarm date/time: 23/11/2007 12:03:41 False Alarm Type

Loneworker ID: 5601 Alarm Cleared: 16/12/2008 18:13:36

Loneworker: LW David Harrison

Alarm Reason

The alarm was activated because the technician was working up a pylon and the work took longer than estimated.

Label2

Add new detail here.

(4) Click the **Update** button, to the right of the box.

Trust 24x7 adds the text to the upper part of the box.

You cannot now edit or delete this text.

Loneworker Alarm
Audit Trail

Back

Alarm date/time:	23/11/2007 12:03:41	False Alarm Type	<input type="button" value="Test 1 ▾"/>
Loneworker ID:	5601	Alarm Cleared:	16/12/2008 18:13:36
Loneworker:	LW David Harrison	<input type="button" value="Clear Alarm"/>	
Alarm Reason <div style="border: 1px solid black; padding: 5px; height: 100px; vertical-align: top;"> The alarm was activated because the technician was working up a pylon and the work took longer than estimated. </div>			
<input type="button" value="UpDate"/>			
Label2 <div style="border: 1px solid black; padding: 5px; height: 100px; vertical-align: top;"> </div>			
<input type="button" value="Update"/>			
Add new detail here.			

(5) Repeat the procedure to add further text.

(6) Click the Back button to return to the list of alarms.

8.3 Reports

If you click the **Reports** button on the **Status** view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays the following menu. Click on the appropriate link.

 **Report Selection**

Back

Report by Loneworker Site Code

8.3.1 Lone worker

If you click on the **Lone worker** link [as Section 8.3 (Page 63) describes], Trust 24x7 Web displays a calendar view for the current month similar to the following.

Reporting Dates.

Please select a starting date for your report.

◀ October, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

No dates selected.

Do the following procedure.

- (1) If you wish the report to start on a date in a month before the current month, click on the blue triangle to the left of the month and year, one or more times until Trust 24x7 Web displays the required month.

Reporting Dates.

Please select a starting date for your report.

◀ September, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

No dates selected.

(2) Click on the start date.

Reporting Dates.

Please now select an end date for your report.

◀ September, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
					1	2
					3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Start from 5/9/2005

(3) Specify the end date.

If necessary, click on the blue triangle to the right of the month and year, one or more times until Trust 24x7 Web displays the required month.

Click on the end date.

Reporting Dates.

◀ September, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
					1	2
					3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Start from 5/9/2005 to 30/9/2005

(4) Click the **Submit** button.

Submit

(5) Trust 24x7 Web displays the report.

Lone Worker Report

Report from :- 5/9/2005
to :- 30/9/2005

System date is 04/10/2005
System time is 11:05

Back

Engineering	Surname	Login	Extend	Cancel	Alarm
5607	Stephen Stephens	1	1	1	1
5627	Lucy Morris	3	0	2	1
Dept: Engineering	Surname	Login	Extend	Cancel	Alarm
5601	David Harrison	8	0	8	1
Dept: Engineering 123	Surname	Login	Extend	Cancel	Alarm
5549	Hannah Harrison	1	0	1	0

(6) You can click on a lone worker's UserID, in the column at the left, to display a report for the individual lone worker, similar to the following.

NOTE

The mouse cursor does not change, when you move it over a lone worker's UserID.

Individual Lone Worker Report

Report from :- 5/2/2006
to :- 24/2/2006

System date is 28/02/2006
System time is 12:58

Back

For LW Stephen S

Mailbox 5607	Time of event	Type of event	Phone Number Used	
21/2/2006	16:15:00	Start	07777123456	
21/2/2006	16:18:00	Ringback	4407777123456	
21/2/2006	16:23:00	Ringback	4407777123456	
21/2/2006	16:33:00	Alarm		
21/2/2006	16:36:00	Start	2226	
21/2/2006	16:39:00	Ringback	4407777123456	
21/2/2006	16:43:00	Cancel	2226	
21/2/2006	16:44:00	Start	2226	
21/2/2006	16:45:00	Ringback	4407777123456	
21/2/2006	16:49:00	Cancel	2226	
				Total Events 10

8.3.2 Site Code

If you click on the **Site Code** link [as Section 8.3 (Page 63) describes], Trust 24x7 Web generates and displays a report of Trust 24x7 jobs ordered by Site Code, similar to the following.

Loneworker Site Report

This report shows the last loneworker to have registered a job against these sites.

Site Code	Date	Time	Loneworker
1001	8/9/2004	11:09	5601
1002	7/9/2004	09:09	5601

8.4 Users

If you click the **Users** button on the **Status** view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays a list of users similar to the following.

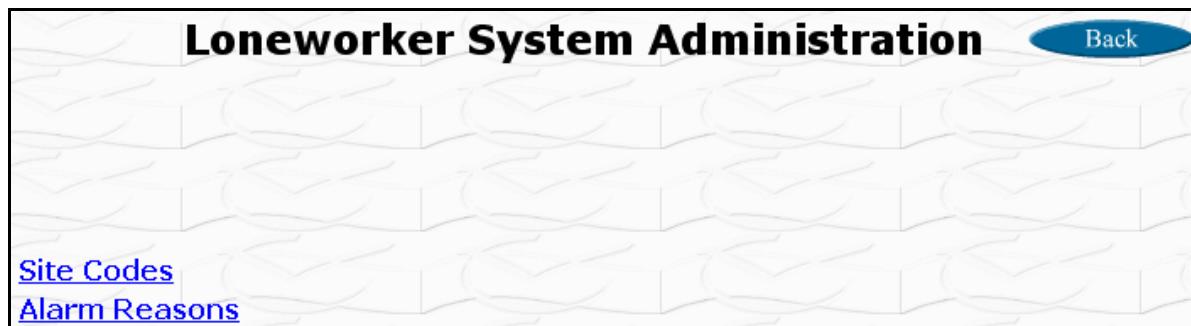
Lone Worker Management

5600	LW Mike & Tina	Engineering
5601	LW David Harrison	Engineering
5602	LW Ian	Development
5603	LW Stef	
5606	LW Lynne	
5607	LW Stephen S	
5608	John	Brown (LW)
5609	Julie	Adams (LW)
5619	Sarah Sanders	LW
5627	LW Lucy Morris	Telesales

If you click on a link at the left, Trust 24x7 Web displays the view that Section 8.2.2 (Page 55) describes.

8.5 Admin

If you click the **Admin** button on the **Status** view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays the following sub-menu.



8.5.1 Site Codes

If you click on the **Site Codes** link [shown in Section 8.5 (Page 68)], Trust 24x7 Web displays a view similar to the following, which enables you to maintain the list of sites.

Site Codes				
Site Code	Description	Postcode	Actions	
1002	Edit Essex Office	ES12 3TT	Delete	
1001	Edit Voice Connect Office	LE6 0FH	Delete	

Add New Site Code

Site Code Description

Address

Post Code

8.5.1.1 Add

Do the following procedure.

(1) Key in the details of the new site.

Site Codes			Postcode	Back
Site Code	Description			
1002	Edit	Essex Office	ES12 3TT	Delete
1001	Edit	Voice Connect Limited	LE6 0FH	Delete

Add New Site Code

Site Code	Description	
1003	Abingdon Office	
Address	Voice Connect Ltd 1 High Street Abingdon	
Post Code	AB1 2CD	Add

(2) Click the **Add** button.



(3) Trust 24x7 Web adds the new site and displays the amended list of sites.

Site Codes

Site Code	Description	Postcode	
1003	Edit Abingdon Office	AB1 2CD	Delete
1002	Edit Essex Office	ES12 3TT	Delete
1001	Edit Voice Connect Limited	LE6 0FH	Delete

Add New Site Code

Site Code	Description
<input type="text"/>	<input type="text"/>
Address	
<input type="text"/>	
Post Code	<input type="text"/>
<input type="button" value="Add"/>	

8.5.1.2 Edit

To change the details of a site, do the following procedure.

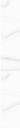
(1) Click on the **Edit** link against the site code, of the site that you wish to change.

Site Code Editor

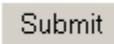
<input type="text" value="1001"/>	<input type="text" value="Voice Connect Office"/>	<input type="button" value="Back"/>
<input type="text" value="Fir Tree Lane, Groby"/>		
<input type="text" value="LE6 0FH"/>		
<input type="button" value="Submit"/>		

(2) Change any details as necessary.

Site Code Editor

1001	Voice Connect Limited	Back
Fir Tree Lane Groby Leicester		
LE6 0FH		
<input type="button" value="Submit"/>		

(3) Click the **Submit** button.



(4) Trust 24x7 Web displays the changed details.

Site Codes

Site Code	Description	Postcode	
1002	Edit Essex Office	ES12 3TT	Delete
1001	Edit Voice Connect Limited	LE6 0FH	Delete

Add New Site Code

Site Code	Description
<input type="text"/>	<input type="text"/>
Address 	
Post Code	<input type="text"/>
<input type="button" value="Add"/>	

8.5.1.3 Delete

To delete the details of a site, do the following procedure.

- (1) Click on the **Delete** link to the right of the site that you wish to delete.

Site Codes

Site Code	Description	Postcode	
1003	Edit Abingdon Office	AB1 2CD	Delete
1002	Edit Essex Office	ES12 3TT	Delete
1001	Edit Voice Connect Limited	LE6 0FH	Delete

Add New Site Code

Site Code	Description
<input type="text"/>	<input type="text"/>
Address	<input type="text"/>
Post Code	<input type="text"/> Add

- (2) Trust 24x7 Web displays a request for confirmation of the deletion, similar to the following.

Delete this Site Code....

1003

Abingdon Office
Voice Connect Ltd 1 High Street Abingdon
AB1 2CD

[OK](#)

- (3) Click the **OK** button.



(4) Trust 24x7 Web deletes the site and displays the amended list of sites.

Site Codes

Site Code	Description	Postcode	
1002	Edit Essex Office	ES12 3TT	Delete
1001	Edit Voice Connect Office	LE6 0FH	Delete

Add New Site Code

Site Code	Description
<input type="text"/>	<input type="text"/>
Address	
<input type="text"/>	
Post Code	<input type="text"/>
Add	

8.5.2 Alarm Reasons

If you click on the **Alarm Reasons** link [shown in Section 8.5 (Page 68)], Trust 24x7 Web displays a view similar to the following, which enables you to maintain the list of reasons for an alarm.

Alarm Reason Viewer

Reason 1	Edit
Reason 2	Edit

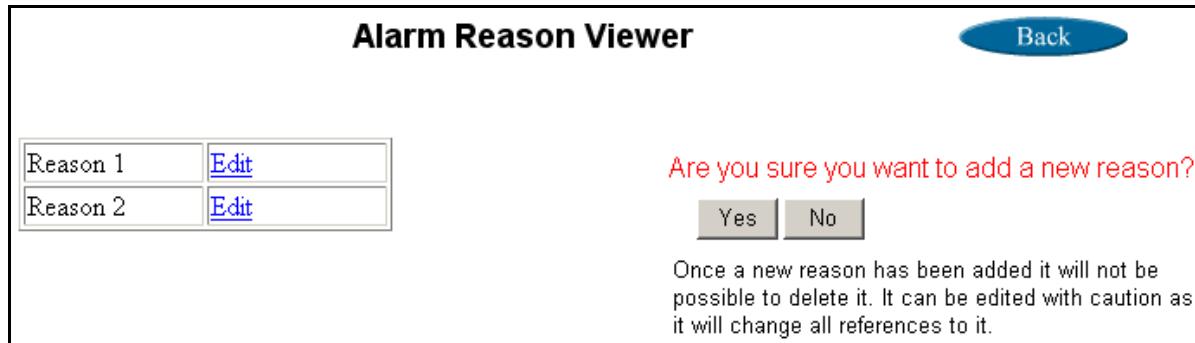
[Add new reason](#)

Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it.

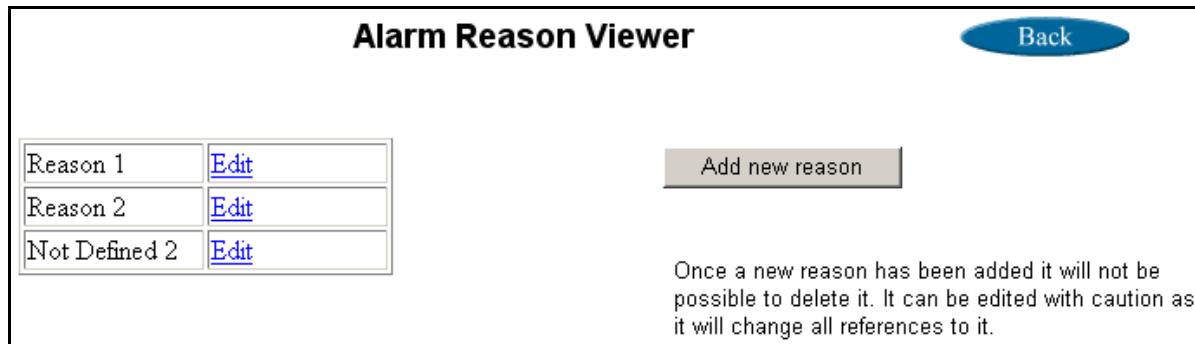
8.5.2.1 Add a New Reason

Do the following procedure.

- Click the **Add new reason** button. Trust 24x7 displays the following prompt for confirmation.



- Click the **Yes** button. Trust 24x7 adds a blank reason, which you must now edit, as the following Section 8.5.2.2 describes.



8.5.2.2 Edit an Existing Reason

Do the following procedure.

- Click the link **Edit** against a reason. Trust 24x7 displays the following view.



(2) Edit the details. (Trust 24x7 highlights the **Save Changes** button.)

Alarm Reason Edit

Alarm ID	Dropdown entry	Description
2	No signal	The lone worker had a weak or no mobile signal.

Save Changes

(3) Click the **Save Changes** button.

Alarm Reason Edit

Alarm ID	Dropdown entry	Description
2	No signal	The lone worker had a weak or no mobile signal.

Save Changes

(4) Click the **Back** button.

Alarm Reason Viewer

Reason 1	Edit
Reason 2	Edit
No signal	Edit

Add new reason

Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it.